

HAL E-BANK MANUAL

PAYMENTS



Hal E-Bank version: 21.X.X.01

Content of Manual

The manual consists of several content sections. The current section is highlighted on the list. The manual's content sections are also available online at www.eng.halcom.si/support.

1. PAYMENTS

- 2. CROSS-BORDER PAYMENTS AND OPERATIONS WITH FOREIGN CURRENCIES
- 3. REMOTE SIGNING
- 4. ADDRESS BOOK
- 5. QUALIFIED DIGITAL CERTIFICATE ONE FOR ALL
- 6. REVIEW OF BALANCE, TRANSACTIONS AND STATEMENTS
- 7. BANK NOTICES AND MESSAGES TO BANK
- 8. ADDITIONAL TOOLS AND SETTINGS
- 9. FILE EXCHANGE
- 10. E-INVOICES
- 11. SEPA DIRECT DEBIT
- 12. SDD REFUSALS AND MANDATES

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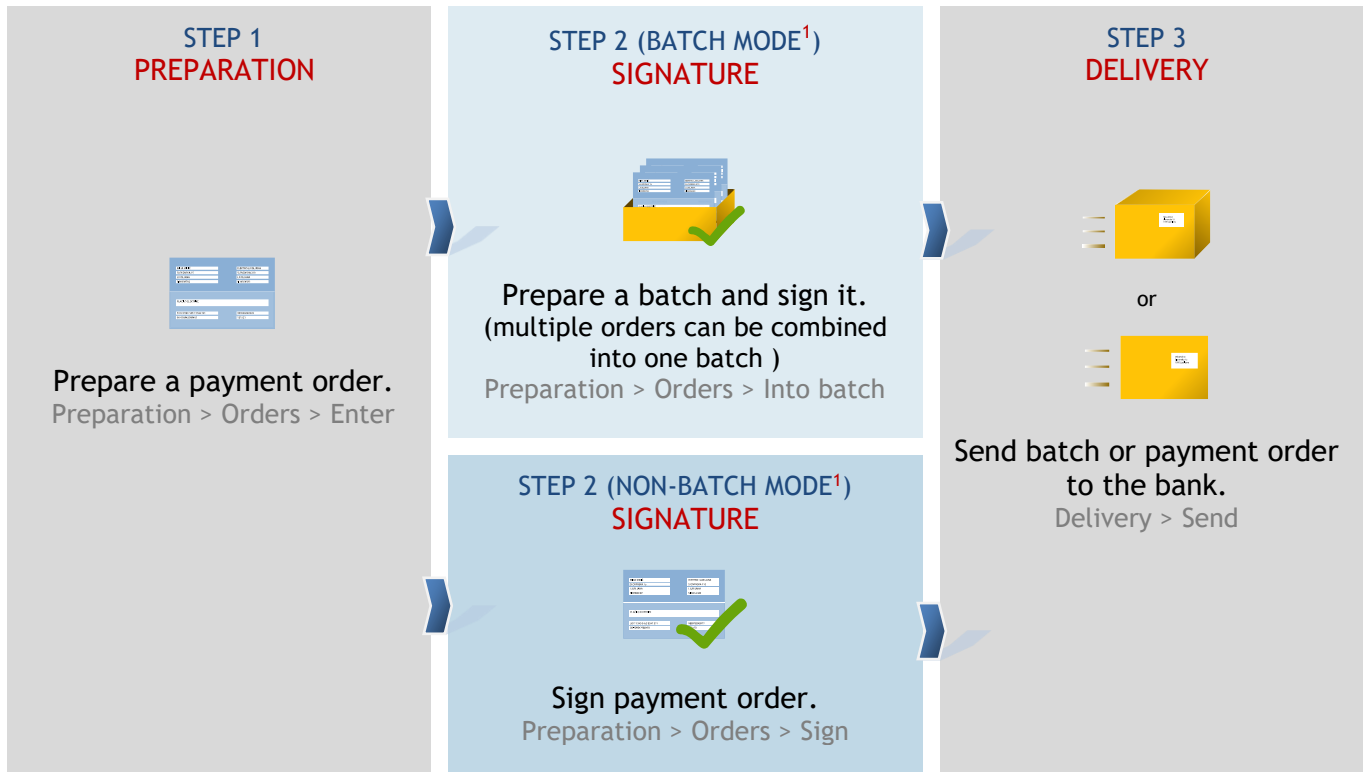
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How to Pay?

Payments in the Hal E-Bank program are made in three steps. Firstly, orders have to be prepared. Then, orders have to be combined into batches (if the batch mode¹ is used) and signed. Finally, a batch or orders are sent to a bank or delivered. The image below illustrates the payment procedure.



Payment procedure with Hal E-Bank is practically the same for all payment orders. There are some specific issues only with SEPA mass payments (MP SEPA). Work with SEPA mass payments is described in the chapter SEPA mass payments.

In this content section, the UPN/SEPA payment order is used when describing the payment procedure.

Payment orders which are supported in Hal E-Bank are the following:

- for domestic payments:
 - o UPN/SEPA payment order,
 - o compensation payment order;
- for cross-border payments:
 - o UPN/SEPA payment order,
 - o VP70 payment order;
- for international payments:
 - o MT101 payment order.

¹ If you can click **Preparation > Batches** on the left menu, you are using the batch mode; otherwise, you are in the non-batch mode.

Step 1: Manual Preparation of Payment Order

In the first step, you prepare a payment order. You can choose among the following options:

- Manual preparation of order: when you are paying to a specific creditor for the first time and/or in case of one-time payment (page 6),
- Duplicating order from archive: for payments already made in the past (page 12),
- Importing an order: for orders prepared in other programs (page 13)¹,
- Payment order from template: for repeating payments (e.g. monthly) (page 14).

- 1 Select a debit account.
- 2 Select a type of payment transaction.²
- 3 Enter the folder **Preparation > Orders**.
- 4 Select the **Enter** command.
Select an adequate form.
- 5 Complete the payment order.
When entering creditor name **5a** or account number **5b**, by default settings the address book will open, where you (enter and) select data on creditor.
See tip on use of address book and on possibilities of entry without the use of address book.
- 6 When required data are entered, confirm the order by clicking **OK**.
a. (You can proceed with the completion of a new order.)
- 7 Finish by clicking **Exit**.



If you want to enter creditor data into the payment order without the use of address book, close the payment order and deactivate the address book in the menu selection **Tools > Settings > Miscellaneous** and mark the option »Payment orders - entry creditor/debtor data without the use of address book«. For more information on address book, see chapter ADDRESS BOOK.

¹ For importing SEPA mass payments, see the chapter SEPA mass payments.

² If you would like to make international payments and there are no cross-border payments in the selection, contact your bank administrator.

Step 2: Sign Order(s)

The signing procedure depends on whether you are using the batch or the non-batch mode. If you can click **Batches** on the left menu in the **Preparation** folder (*Preparation > Batches*) (A), you are using the batch mode. Otherwise, you are in the non-batch mode. If you are using the batch mode, you must put even one order in a batch.

File View Communication Tools Help

Domestic payments

hal ebank

EBB LJUBLJANA D.O.O.
TRŽAŠKA 118 1000 LJUBLJANA

hal ebank SI56 3300 0000 0000 088
EBB LJUBLJANA D.O.O.

FREE 05.01.2010 30.11.2012

Batches preparation

Marked records No: 1/6
Sum: =3,00 EUR/=9.407,00 EUR

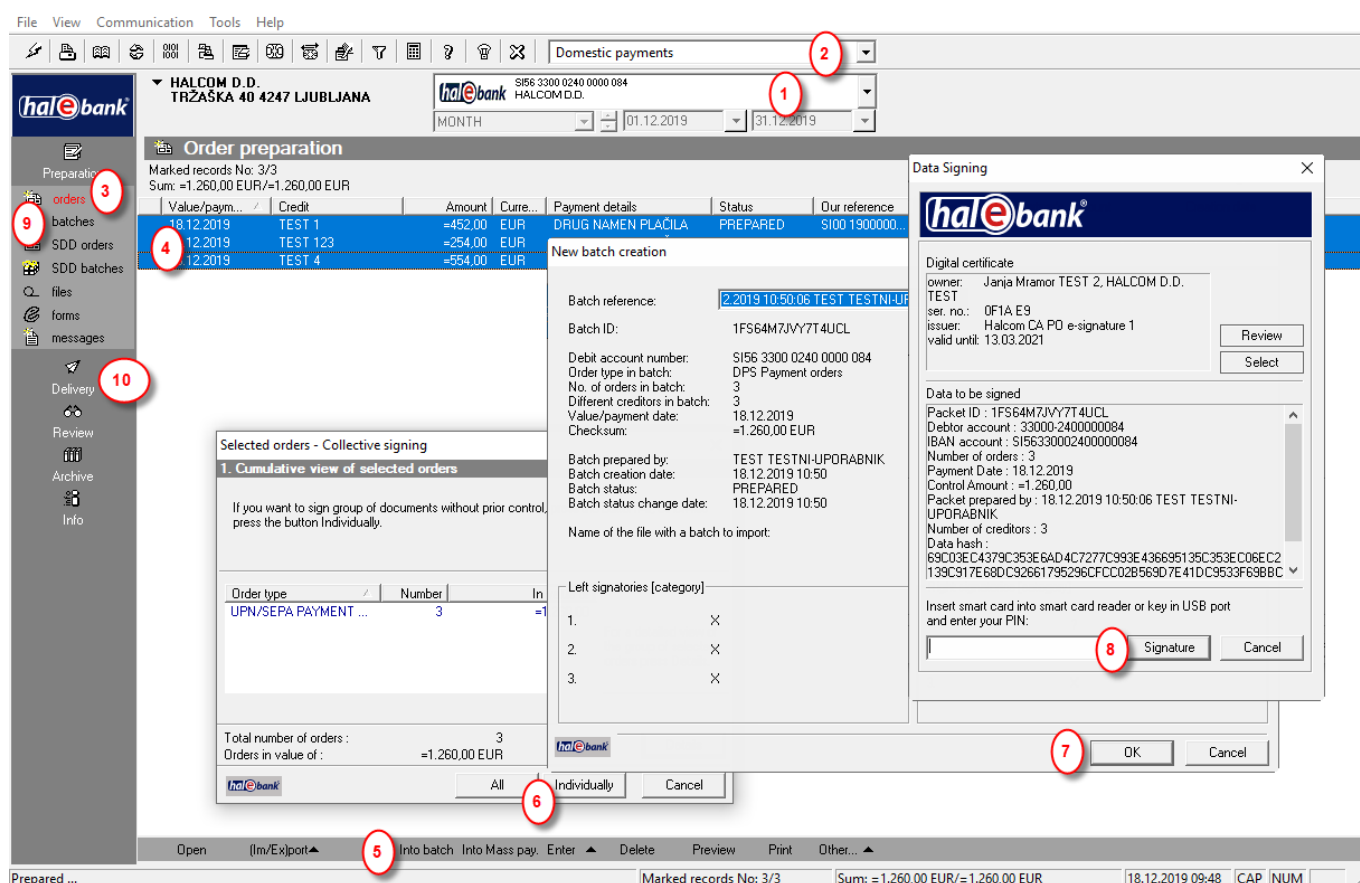
Documents type	Number of d...	Checksum	Status	Creation date	Reference
DPS Payment orders	1	1.500,00	WAITIN...	25.11.2011	25.11.2011 12:40:06 Darja Brodnik
MP SEPA batch - open	3	3,00	WAITIN...	28.11.2011	28.11.2011 08:28:12 Darja Brodnik
MP SEPA batch - closed	3	3,00	VERIFIED	13.12.2011	13.12.2011 08:55:49 Darja Brodnik
MP SEPA batch - open	3	3,00	PREPA...	13.12.2011	13.12.2011 08:45:11 Darja Brodnik
MP SEPA batch - open	3	3,00	PREPA...	13.12.2011	13.12.2011 08:43:10 Darja Brodnik
MP SEPA batch - open	10	7.895,00	VERIFIED	02.04.2012	02.04.2012 11:05:41 Darja Brodnik

Open Import Sign Unsign Exclude Unbind Delete Preview Print Other...

Prepared ... Marked records No: 1/6 Sum: =3,00 EUR/=9.407,00 EUR 30.11.2012 11

Batch Mode

In the batch mode, prepared payment orders must be combined into a batch. The latter must be signed prior to sending to a bank. In case of multi-level signing, a batch has to be signed by one or more responsible persons with adequate authorizations* prior to sending to a bank.



- 1 Select a debit account.
- 2 Select a type of payment transaction¹.
- 3 Enter the folder **Preparation > Orders**.
- 4 Select one or more orders to send to the bank (see tip).
- 5 Select the **Into batch** command.
If the **Into batch** command is not activated, continue with step 5 on [page 8](#).
- 6 If you have selected:
 - a. Multiple orders,
In the »Group signing of selected orders« window, sign all orders (button **All**) or an individual order (button **Individually**). Then, in the »New batch creation« window click **OK** (6), then enter your PIN (7); and click **Signature** (8)

- b. One order,
In the »New batch creation« window, click **OK** (6).
- 7 Signed batches are located in the folder **Preparation > Batches** (9).
If you are the only signatory, the signed batch is located in the **Delivery** folder. (10).

TIP

How can you select multiple orders? While pressing **CTRL** on the keyboard (for individual selection) or **SHIFT** (for a group), select orders by using the left mouse key. The selected orders are highlighted.

* An trusteeed person can sign orders remotely by using the Hal E-Bank/Web Corporate web application. For details see the Remote signing section.

¹ If you would like to make international payments and there are no cross-border payments in the selection, contact your bank administrator.

Non-batch Mode

Prior to sending to the bank, prepared orders have to be signed. If the **Sign** command is visible in the bottom row (see Figure, step 5), you are using the non-batch mode.

- 1 Select a debit account.
- 2 Select a type of payment transaction. ¹
- 3 Enter the folder **Preparation > Orders**.
- 4 Select one or more orders to send to the bank (see tip).
- 5 Select the **Sign**² command.
- 6 If you have selected:
 - a. Multiple orders,
In the »Group signing of selected orders« window, sign all orders (button **All**) or an individual order (button **Individually**), then click **OK (6a)**;

a. One order, click **OK (6b)**.

- 7 Signed orders can be sent to the bank. They are located in the folder **Preparation > Delivery**.

TIP

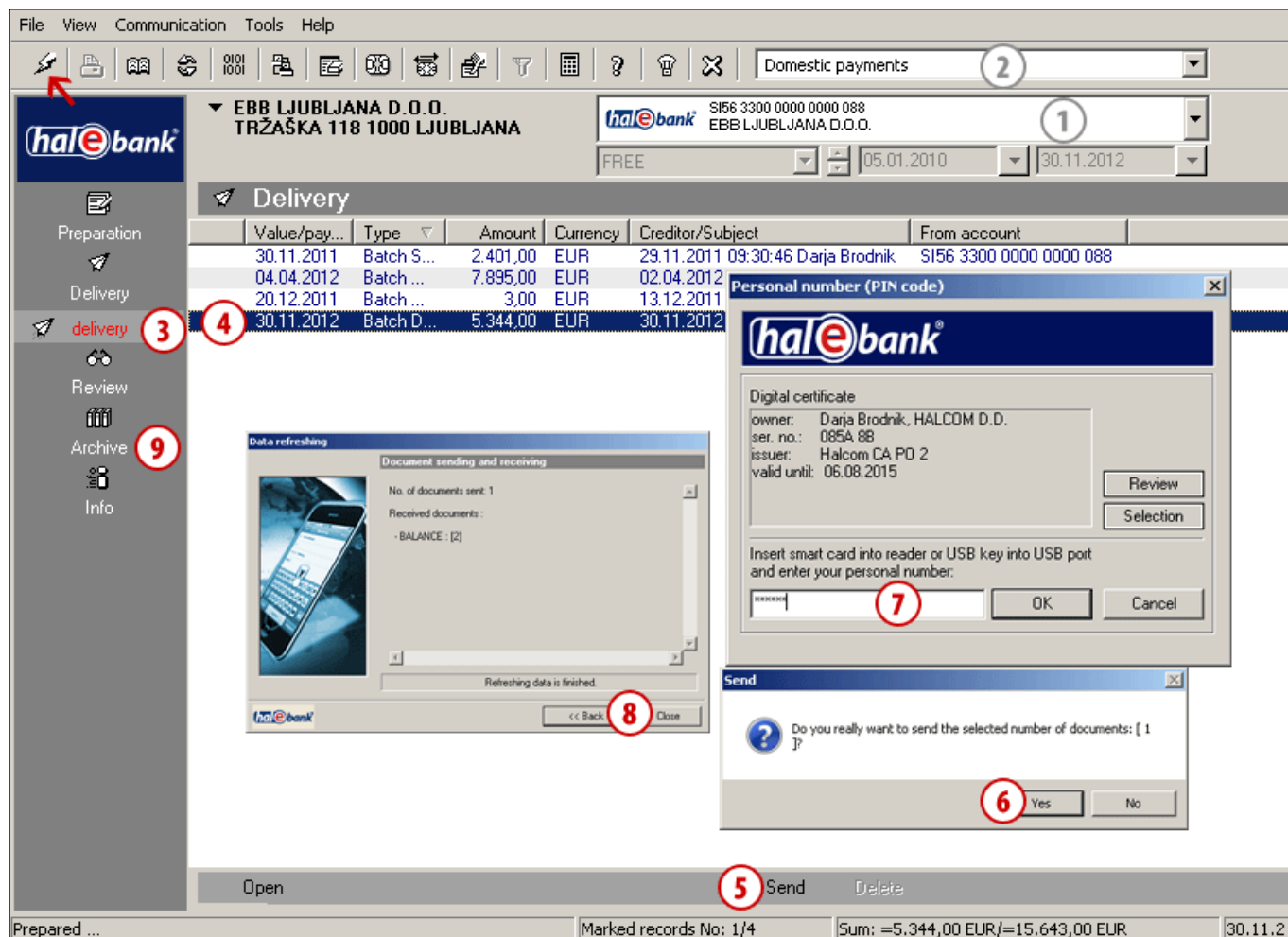
How can you select multiple orders? While pressing **CTRL** on the keyboard (for individual selection) or **SHIFT** (for a group), select orders by using left mouse key. The selected orders are highlighted.

¹ If you would like to make international payments and there are no cross-border payments in the selection, contact your bank administrator.

² If the order has the status PREPARED, you have to sign it. If the order has the status VERIFIED, continue with step 6.

Step 3: Send to Bank

Batches (batch mode) or orders (non-batch mode) in the Delivery folder can be sent to the bank. If a batch or orders are not in the Delivery folder, they probably have to be signed first («Preparation > Batches > Sign« or »Preparation > Orders > Sign«).





- 1 Select a debit account.
- 2 Select a type of payment transaction.¹
- 3 Enter the **Delivery** folder.
- 4 Select a batch (batch mode) or orders (non-batch mode), which you want to send.
- 5 Select the **Send** command (**Alt + S**).
- 6 In the »Send« window, confirm that you want to send a batch or orders.
- 7 In the »Personal identification number (PIN code)« window, enter your PIN code and click **OK**.
- 8 The »Data refreshing« window appears. Wait until sending of documents and refreshing is completed. You will also

receive all latest data on balances and processed documents (transaction items, statements and notices). Then click **Close**. (If additional warnings show up, close them.)

- 9 Sent orders are located in the archive of orders (**Archive > Orders**) and they have the status **SENT**. Once they are booked, their status changes to **BOOKED** (more on page 27).

WARNING

In order to have your transactions information updated, we recommend that you refresh them prior to each review by clicking the  icon (marked with arrow  in the Figure).

TIP

You can send multiple batches or orders to a bank at the same time. Select orders or batches, which you want to send and click **Send**.

¹ If you would like to make international payments and there are no cross-border payments in the selection, contact your bank administrator.

Other Ways of Preparing Payment Orders

You can make preparation of payment orders easier in different ways. In continuation, we will present how you can duplicate payment orders when completing frequent payments (you can use old orders from the archive), how you can import them from a file¹ (for instance, from accounting applications), and how you can prepare orders by using templates (for monthly payments).

Order can be prepared:

MANUALLY (entry)

Preparation > Orders > Enter
Complete the order.

BY DUPLICATING (from an old order)

Archive > Orders > Duplicate
Orders are duplicated into the
Preparation folder > Orders.

BY IMPORTING (from file)

Preparation > Orders >
Import/Export > Import
Orders are imported
into the folder
Preparation > Orders.

FROM TEMPLATE

Preparation > Orders >
Import/Export > Templates >
Open template
Data is already entered.

Prepared orders can be:

in batch mode:

CORRECTED²

Preparation > Batches > Open > Open
Orders in the batch > Open
The corrected order remains in the
batch.

EXCLUDED²

Preparation > Batches > Open > Open
Orders in the batch > Exclude
The order returns to the Preparation
folder.

DELETED²

Preparation > Batches > Open > Open
Orders in the batch > Delete
Order is permanently deleted.

in non-batch mode:

CORRECTED³

Preparation > Orders > Open
The corrected order must be signed
(Preparation>Orders>Sign).

DELETED³

Preparation > Orders > Delete
Order is permanently deleted.

Sent order can be:

CANCELLED

Archive > Orders > Cancellation
It can be cancelled as long as it
doesn't have the status
»BOOKED«.

VERIFY STATUS IN ARCHIVE OF ORDERS

Archive > Orders
Search on list of orders (pay
attention to the selected time
period).

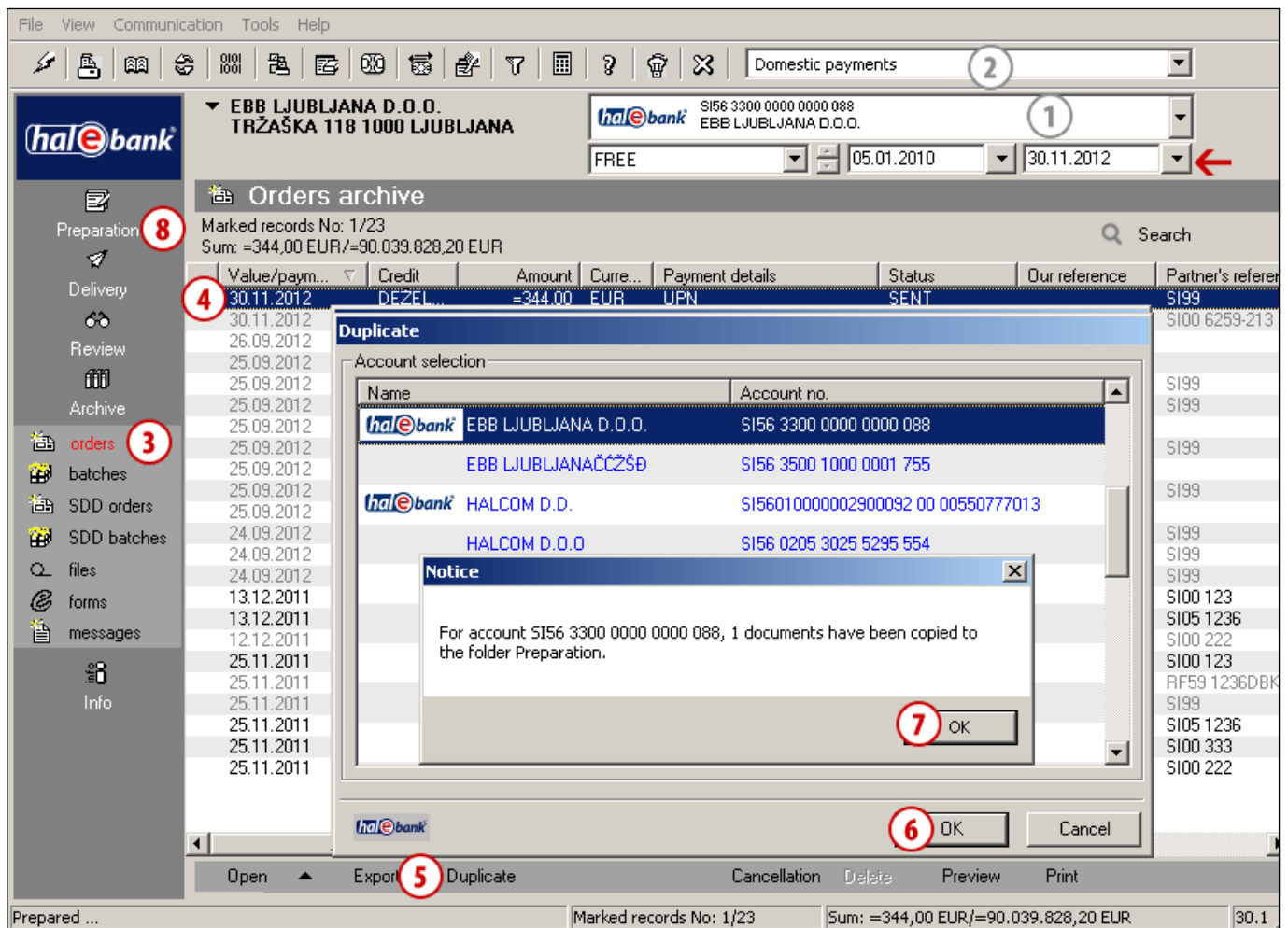
¹ For import of SEPA mass payments, see the chapter SEPA Mass Payments.

² A batch should not be signed. If it is signed (having the status VERIFIED), it has to be unsigned first (Preparation > Batches > Unsign).

³ If the order has the status VERIFIED, you have to unsign it (Preparation > Orders > Unsign).

Duplicating Order

You can use an order already sent to the bank once more and avoid entering the same data again. Look for the order in the archive and duplicate it.

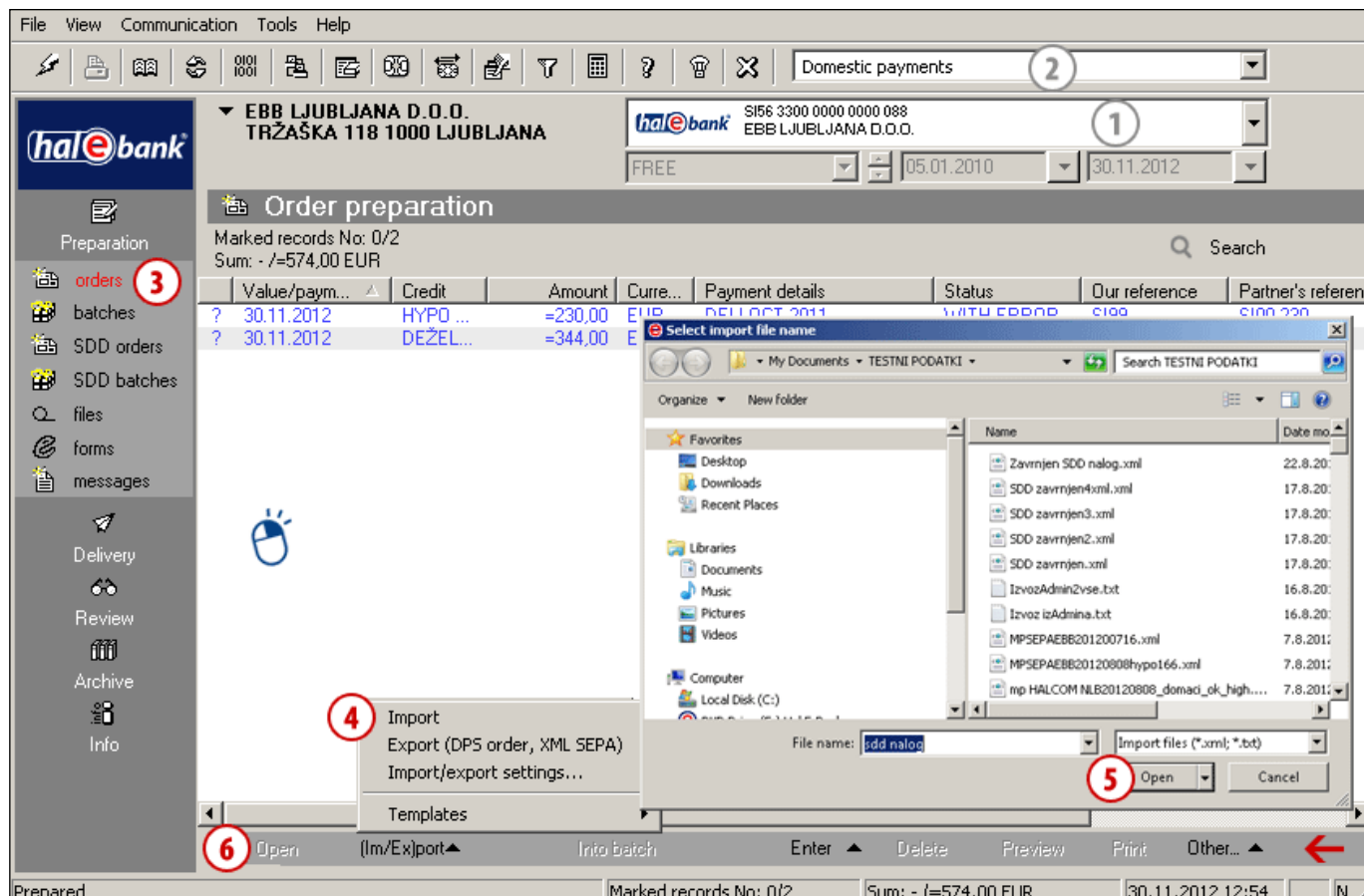


- 1 Select a debit account.
- 2 Select a type of payment transaction.¹
- 3 Enter the folder **Archive > Orders**.
(You have to make sure that you have set the adequate time period for displaying data - marked with ← in the Figure.)
- 4 Find and select order(s).
- 5 Select the **Duplicate** command.
- 6 More accounts: In the "Duplicate" window, select the account to which you wish to duplicate the order(s) to. The selection is confirmed by clicking the **OK** button. One account: When you select the **Duplicate** command you receive a message about the successful duplication of an order on your account.
- 7 A notification on the number of duplicated documents and the account, where the documents are duplicated. Close the notification.
- 8 The duplicated order is located in the folder **Preparation > Orders** below the debit account selected in step 6. If you have duplicated an order that is no longer valid (e.g. a special payment slip or BN02 payment order), the data from such order are copied to the UPN/SEPA order. Of course, you can correct data.

¹ If you would like to make international payments and there are no cross-border payments in the selection, contact your bank administrator.


Importing Orders

Payment orders can be prepared in other programs and then imported into Hal E-Bank. For more information on import/export formats visit: www.eng.halcom.si/support. For import of SEPA mass payments, see the chapter SEPA mass payments.



- 1 Select a debit account.
- 2 Select a type of payment transaction.¹
- 3 Enter the folder **Preparation > Orders**.
- 4 Select the command **Import/Export > Import**.
- 5 In the »Select import file name« window, find and select a file and click **Open**. A notification about the number of documents read opens. Close the window.
- 6 If you want to correct orders, mark them and click **Open** or double-click the order (see page 6).

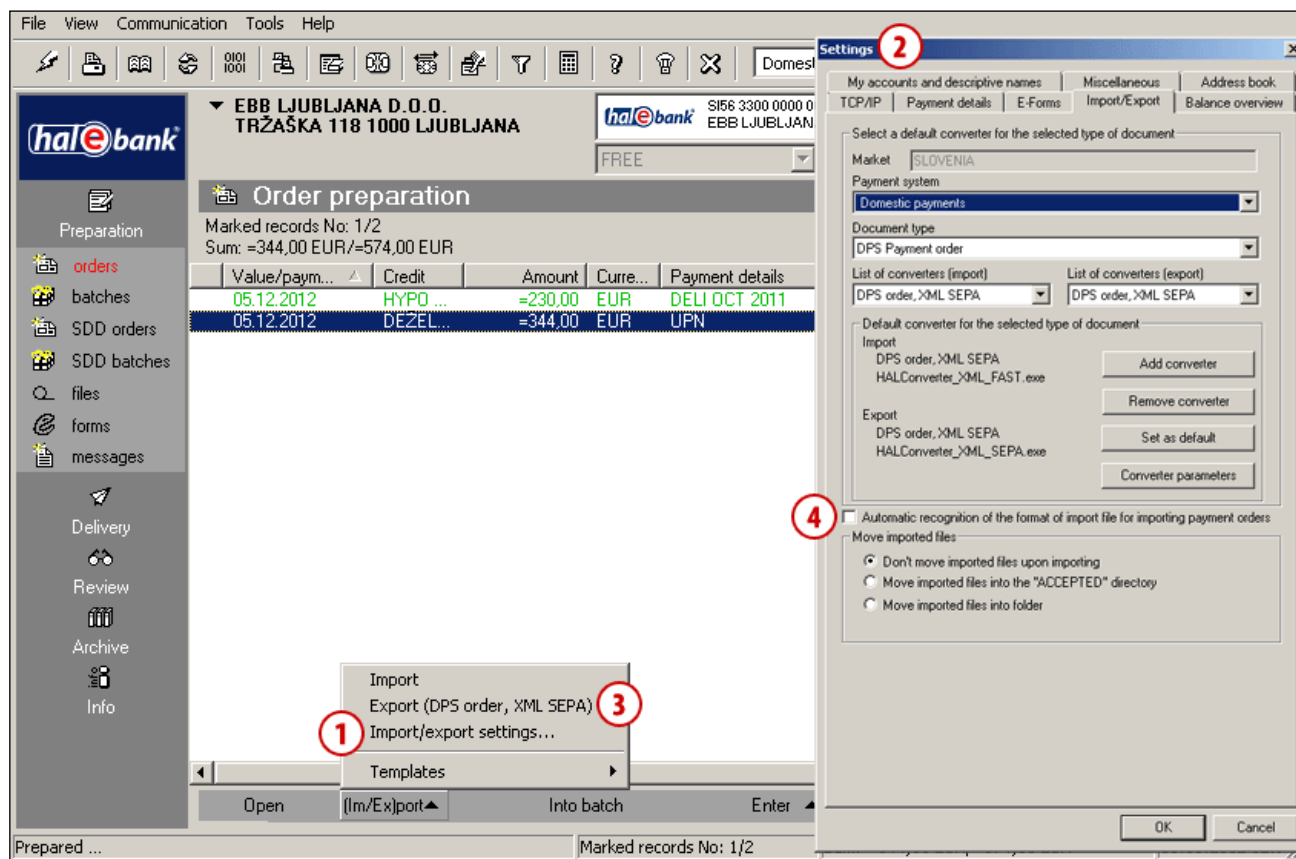
TIP

By right-clicking the field containing a list of orders, you can access the menu located in the grey row at the bottom border of the application faster (marked with arrow  on the Figure).

¹ If you would like to make international payments and there are no cross-border payments in the selection, contact your bank administrator.

Additional option of setting import/export converters

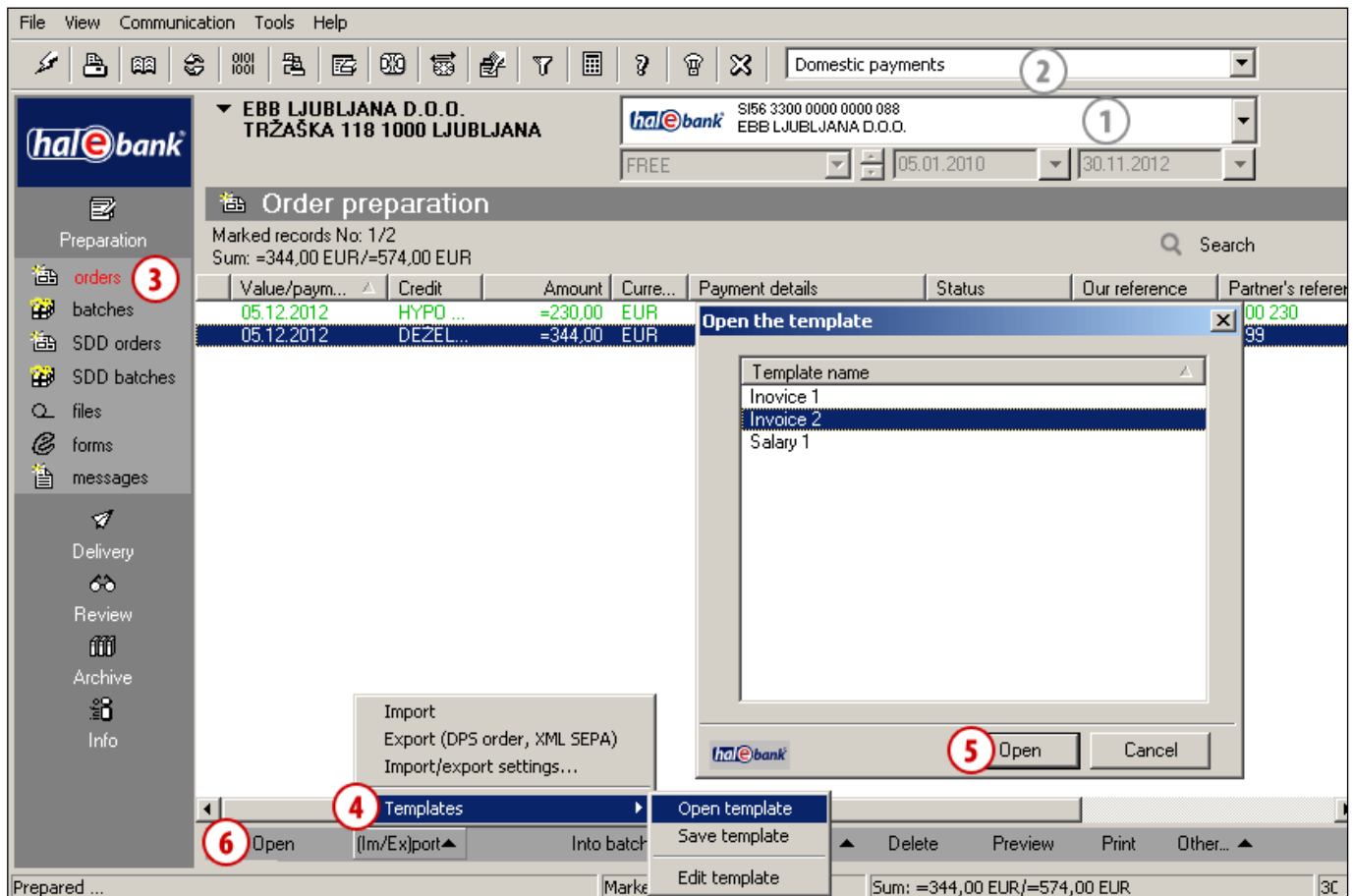
Import/export converters can be set also during data import/export itself in the folder **Preparation** (in addition to converter settings via the menu **Tools > Settings** or by using the **Alt + O** command). In Preparation of orders/batches in the bottom toolbar, select the command **(Im/Ex)port > Import/Export settings (1)**. The same window for settings opens up as if you are accessing the window via the menu **Tools > Settings (Alt + O) (2)**. For the **Export** option, the data on default export converter **(3)** is also displayed, which you can reset via Import/Export settings. The program automatically recognizes the import format as the orders are imported. If you do not wish the program to do that, deselect the option of automatic recognition of import file formats **(4)**.



Payment Order from Template

Hal E-Bank enables the use of template orders prepared in advance¹. Templates can make entry of repeated orders easier, as for instance in case of payments of regular monthly obligations. Only previously saved templates can be used.

How to Use a Template?



- 1 Select a debit account.
- 2 Select a type of payment transaction.²
- 3 Enter the folder **Preparation > Orders**.
- 4 Select the command **Import/Export > Templates > Open template**.
(If a notification »No template exists!« appears, two procedures for preparing templates from prepared orders and for preparing templates from archived orders are described in continuation.)
- 5 In the »Open template« window, select a template (or several templates with the Ctrl + A, Ctrl or Shift command) which you want to use and click **Open**.

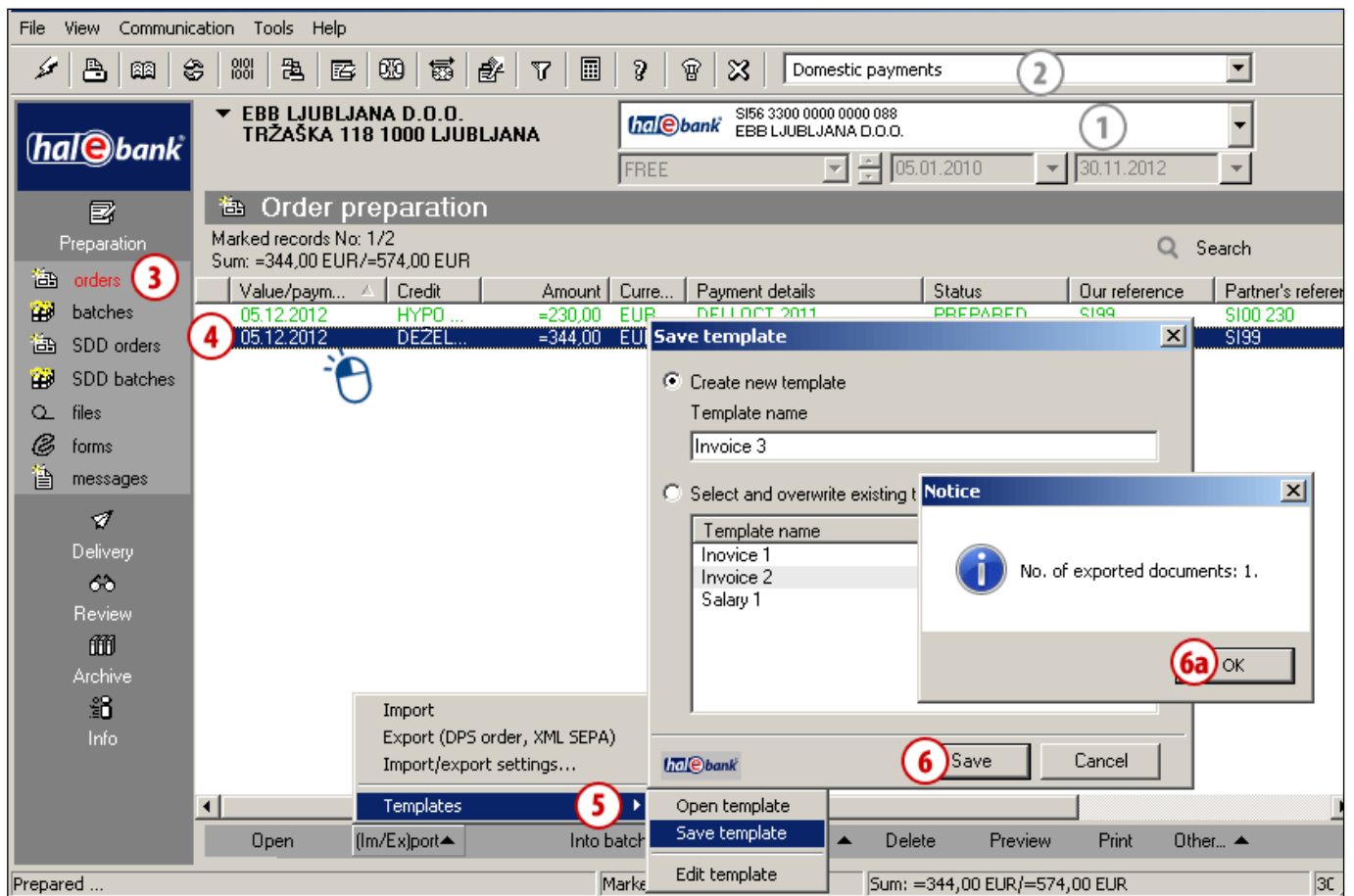
A notification on number of documents read from file opens. Confirm it.

- 6 Orders from a template will be created with the status **TEMPLATE**. If after the cancellation of the forms special payment slip and BN02 payment order you have used as a starting point the template with those two form types, the new order will be displayed in the form of the **UPN/SEPA** form.
Open orders. If necessary, correct them (e.g. amount and reference) and **confirm** them. The rest of the process is the same as for manual entry of orders (page 6).

¹ Preparation of templates is described on page 6.

² If you would like to make international payments and there are no cross-border payments in the selection, contact your bank administrator.

How to Prepare a Template from Prepared Orders?



- 1 Select a debit account.
- 2 Select a type of payment transaction.¹
- 3 Enter the folder **Preparation > Orders**.
- 4 **Select prepared order(s)** (see tip).
(You can save an individual order or multiple orders in a template.)
- 5 Select the command **Import/Export > Templates > Save template**.
- 6 In the »Save template« window, enter the template's name in the field »Name of template« and click **Save**.
A notification on number of exported documents will appear.
Confirm it (6a).



TIP

How can you select multiple orders? While pressing **CTRL** on the keyboard (for individual selection) or **SHIFT** (for a group), select orders by using the left mouse key. The selected orders are highlighted.

¹ If you would like to make international payments and there are no cross-border payments in the selection, contact your bank administrator.

How to Prepare a Template from Archived Orders?

The screenshot shows the hal ebank software interface. The main window is titled 'Orders archive' and displays a table of orders. The table has columns: Value/paym..., Credit, Amount, Curr..., Payment details, Status, Our reference, and Partner's refer. The first row is highlighted with a red circle 4. The 'Save template' dialog box is open, showing options to 'Create new template' or 'Select and overwrite existing template'. The 'Template name' field is filled with 'Invoice 3'. The 'Notice' dialog box is also open, showing 'No. of exported documents: 1.' and an 'OK' button highlighted with a red circle 6a. The 'Export templates' button in the main window is highlighted with a red circle 5. The 'Save' button in the 'Save template' dialog is highlighted with a red circle 6. The 'orders' folder in the sidebar is highlighted with a red circle 3. The 'Domestic payments' dropdown menu is highlighted with a red circle 1 and 2.

- 1 Select a debit account.
- 2 Select a type of payment transaction.¹
- 3 Enter the folder **Archive > Orders**.
- 4 **Select prepared order(s).** (You can save an individual order or multiple orders in a template.)
- 5 Select the command **Export > Export templates**.
- 6 In the »Save template« window, enter the template's name in the field »Name of template« and click **Save**.
A notification on number of exported documents will appear.
Confirm it (6a).



TIP

How can you select multiple orders? While pressing **CTRL** on the keyboard (for individual selection) or **SHIFT** (for a group), select orders by using the left mouse key. The selected orders are highlighted.

¹ If you would like to make international payments and there are no cross-border payments in the selection, contact your bank administrator.

Working with Payment Orders

In this chapter, you will learn how to correct, delete or exclude already prepared payment orders from a batch. The procedures for these tasks differ depending on the mode of work (batch mode/non-batch mode). Procedures for working with orders in the MP SEPA batch are described in the chapter SEPA Mass Payments.

Order can be prepared:

MANUALLY

(entry)

Preparation > Orders > Enter
Complete the order.

BY DUPLICATING

(from an old order)

Archive > Orders > Duplicate
Orders are duplicated into the folder
Preparation > Orders.

BY IMPORTING

(from file)

Preparation > Orders >
Import/Export > Import
Orders are imported into
the Preparation folder > Orders.

FROM TEMPLATE

Preparation > Orders >
Import/Export > Templates >
Open template
Data is already entered.

Prepared orders can be:

in batch mode:

CORRECTED¹

Preparation > Batches > Open > Open >
Orders in the batch > Open
The corrected order remains in the batch.

EXCLUDED¹

Preparation > Batches > Open > Open >
Orders in the batch > Exclude
The order returns to the Preparation folder.

DELETED¹

Preparation > Batches > Open > Open >
Orders in the batch > Delete
The order is permanently deleted.

in non-batch mode:

CORRECTED²

Preparation > Orders > Open
The corrected order must be signed
(Preparation>Orders>Sign).

DELETED²

Preparation > Orders > Delete
The order is permanently deleted.

Sent order can be:

CANCELLED

Archive > Orders > Cancellation
It can be cancelled as long as it
doesn't have status »BOOKED«.

VERIFY STATUS IN ARCHIVE OF ORDERS

Archive > Orders
Search on list of orders (pay
attention to the selected time
period).

¹ A batch should not be signed. If it is signed (having the status VERIFIED), it has to be unsigned first (Preparation > Batches > Unsign).

² If the order has the status VERIFIED, you have to unsign it (Preparation > Orders > Unsign).

Correcting Orders

Payment orders can be corrected. The procedure depends on the status of an order.

- 1 Select a debit account.
- 2 Select a type of payment transaction.¹
- 3 Enter the folder **Preparation > Orders**.
- 4 Select the order (4a). If the order has the status **PREPARED** (it is not signed yet), continue with step 5.
If the order has the status **VERIFIED** (the order is already signed), it has to be unsigned first.
Select the **Unsign** command (4b).
(If the **Unsign** command is not on the list of commands, you are using the batch mode; you can continue with step 5.)
- 5 Select the **Open** command (see tip).
- 6 Correct the order and click **OK**.

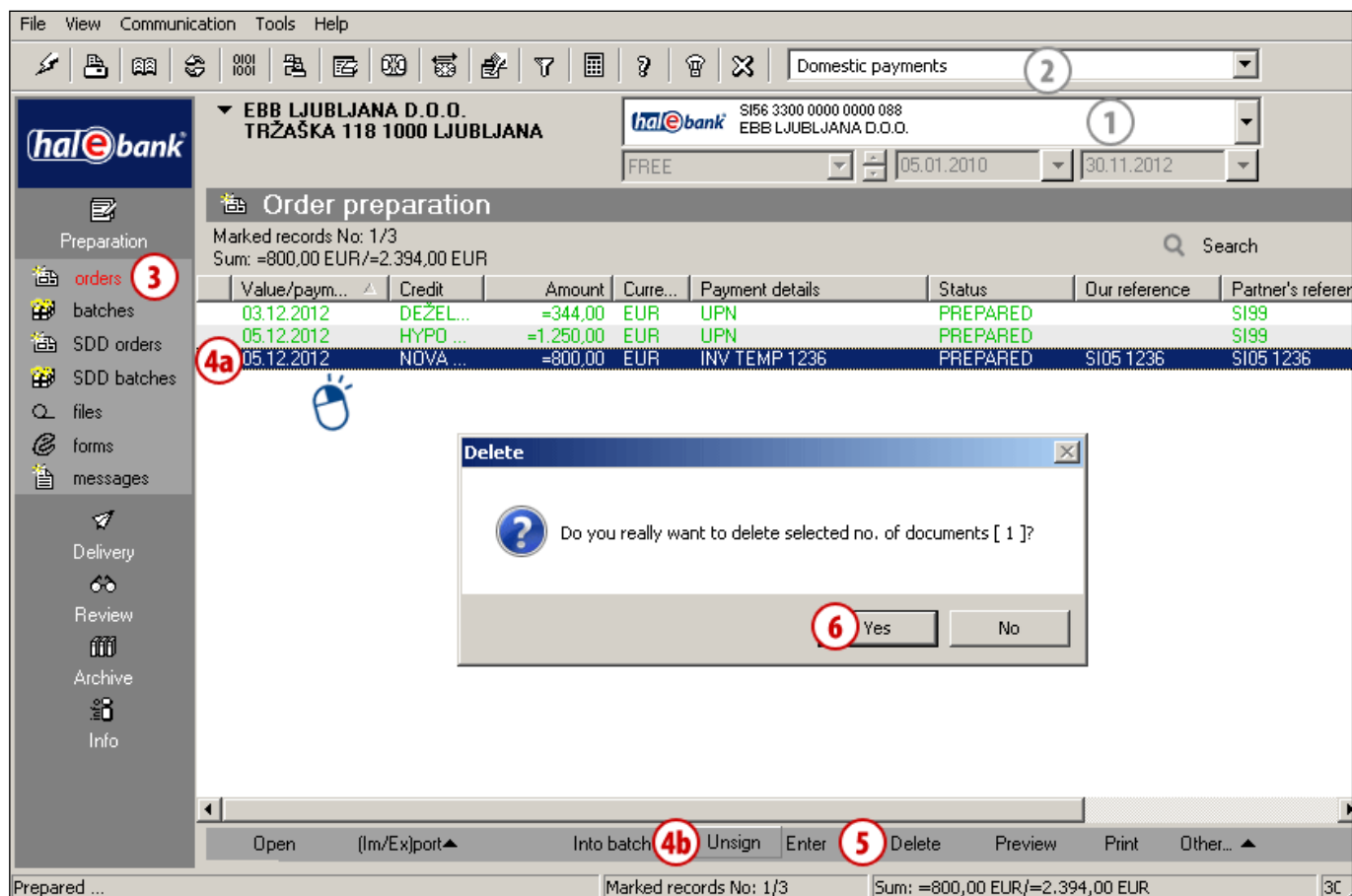
TIP

How can you open an order faster?
Place your mouse on the order and double-click it.

¹ If you would like to make international payments and there are no cross-border payments in the selection, contact your bank administrator.

Deleting Orders

Payment orders can be deleted. The procedure depends on the status of an order.



- 1 Select a debit account.
- 2 Select a type of payment transaction.¹
- 3 Enter the folder **Preparation > Orders**.
- 4 Select the order (4a). If the order has the status **PREPARED** (it is not signed yet) or the status **TEMPLATE**, continue with step 5. If the order has the status **VERIFIED** (it is already signed), it has to be unsigned first. Select the command **Unsign (Alt + D) (4b)**. (If the *Unsign* command is not on the list of commands, you are using the batch mode, you can continue with step 5.)
- 5 Select the **Delete** command (see tip).
- 6 Confirm order deletion.



TIP

Selected orders can be deleted by using the »Delete« button. The *Delete* command is also available by right-clicking the order, which you want to delete.

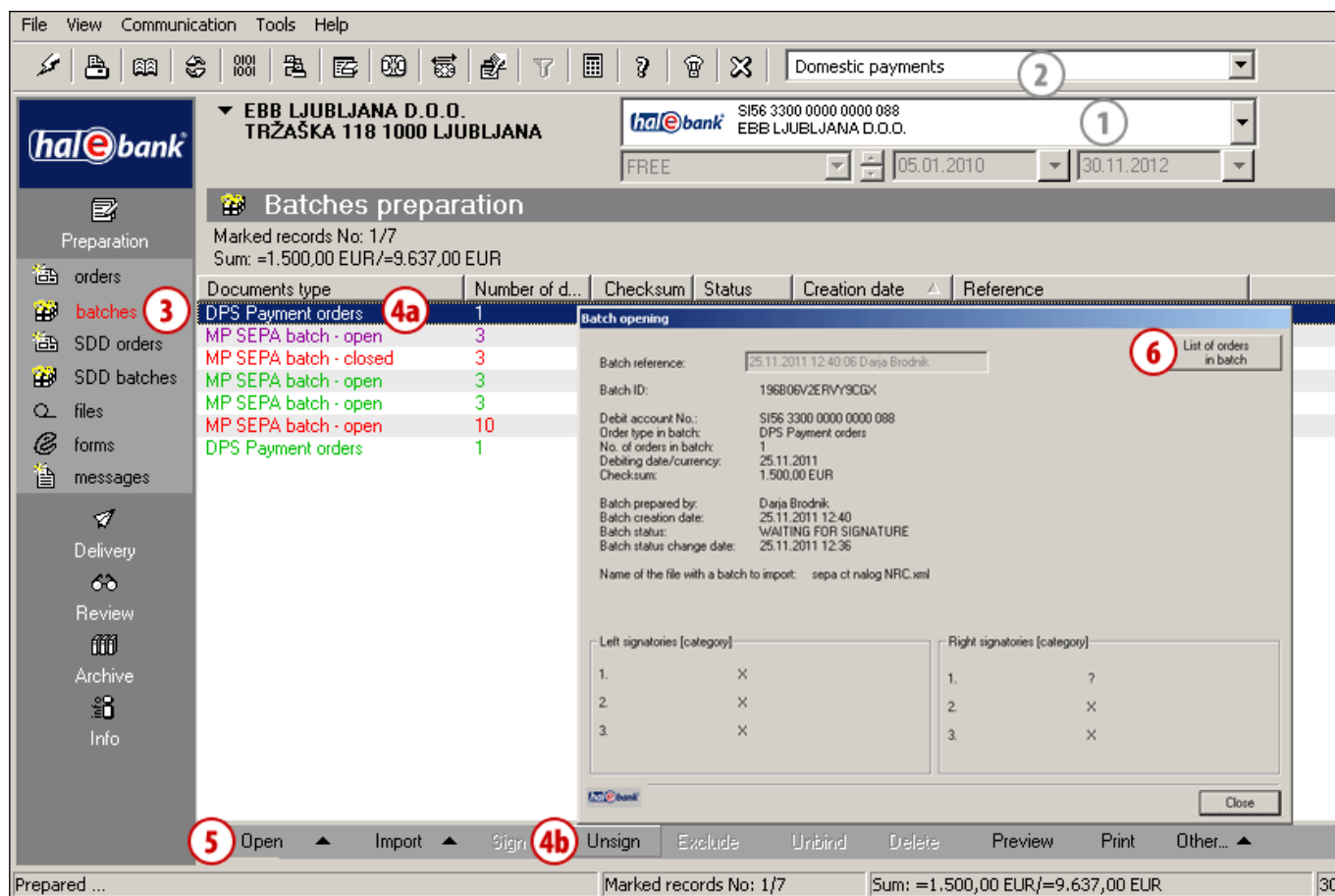
¹ If you would like to make international payments and there are no cross-border payments in the selection, contact your bank administrator.

Working with Payment Orders in Batches

Payment orders in batches can be corrected, excluded, deleted or you can add new orders into the batch. The procedure depends on the status of an order.

A batch has to be opened first; then, you can correct, exclude, delete or add individual orders.

Batch Opening



- 1 Select a debit account.
- 2 Select a type of payment transaction.¹
- 3 Enter the folder **Preparation > Batches**.
- 4 Select a batch (4a). If the batch has the status PREPARED (it is not signed yet), continue with step 5. If the batch has the status VERIFIED (it is already signed) or the status IN SIGNING, it has to be unsigned first. Select the **Unsign** command (4b).
- 5 Double-click the batch or select the command **Open > Open (Ctrl + O)** (see tip).
- 6 In the »Batch opening« window, click **Orders in the batch**.

TIP

*How can you open a batch faster?
Place your mouse on the batch and
double-click it.*

¹ If you would like to make international payments and there are no cross-border payments in the selection, contact your bank administrator.

Correcting Orders in Batch

The corrected orders remain in the batch.

File View Communication Tools Help

Domestic payments

hal ebank

EBB LJUBLJANA D.O.O.
TRŽAŠKA 118 1000 LJUBLJANA

SI56 3300 0000 0000 088
EBB LJUBLJANA D.O.O.

FREE

05.01.2010

30.11.2012

Batches preparation

Marked records No: 1/10
Sum: =2.050,00 EUR/=27.477,00 EUR

Documents type	Number of d.
DPS Payment orders	1
MP SEPA batch - open	3
MP SEPA batch - closed	3

Batch editing / Batch payment orders

Included orders Excluded payment orders

Value/document Document by

05.12.2012 UPN/SEPA PA HY

05.12.2012 UPN/SEPA PA NI

7

Open

Reference

Open

Import

Sign

Unsign

Exclude

Unbind

Delete

Preview

Print

Other...

8

9

10

11

Prepared ...

Marked records No: 1/10

Sum: =2.050,00 EUR/=27.477,00 EUR

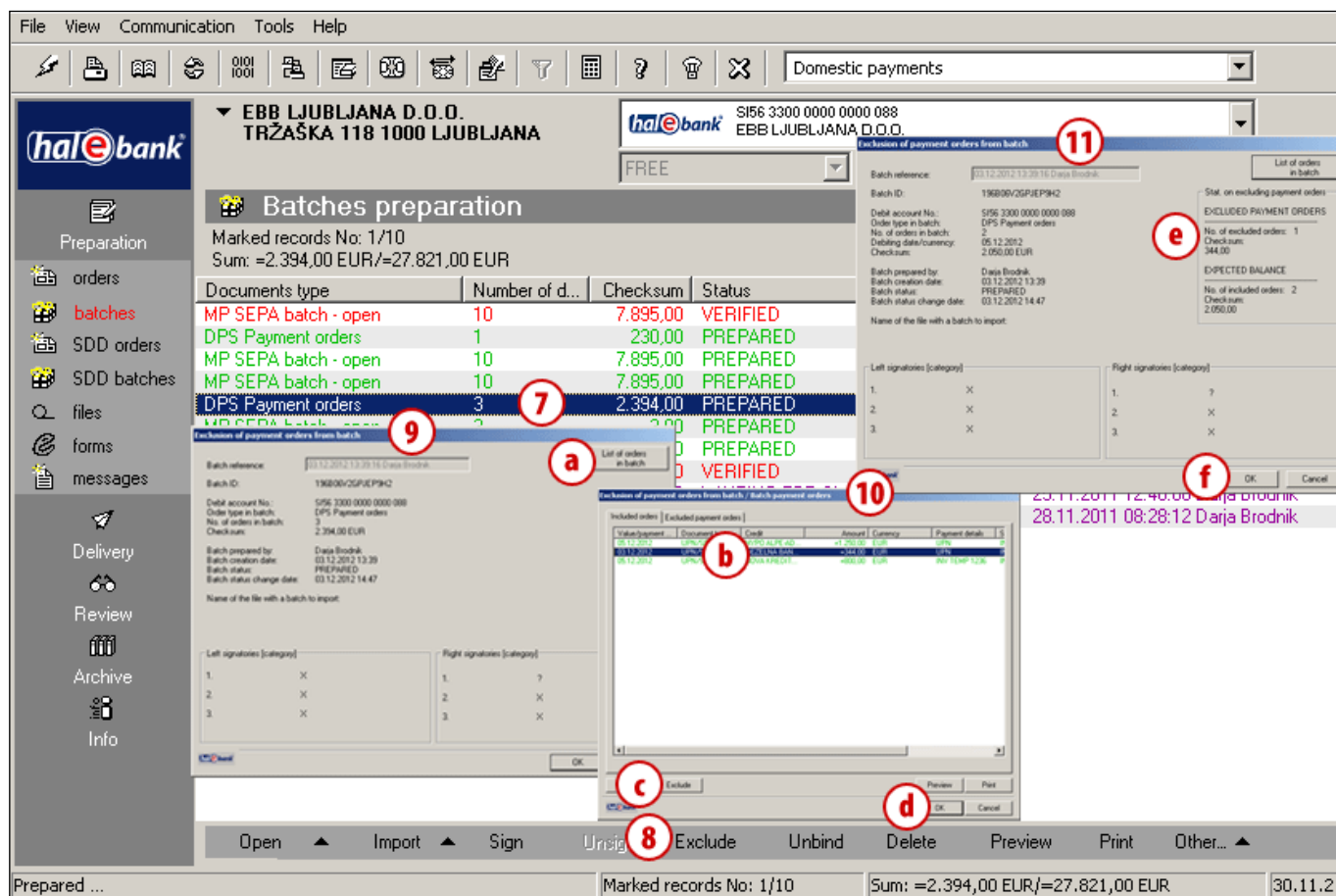
3C

(1-6 Batch opening - see page 21.)

- 7 Select the order to correct.
- 8 Double-click the order or select the **Open** command.
- 9 Correct the order and click **OK**.
- 10 In the »Batch editing/Batch payments orders« window, select the **OK** command.
- 11 In the »Batch editing« window, click **OK** once again.

Excluding Orders from Batch

You should use exclusion of orders from a batch when you want to exclude specific orders from a batch but not delete them permanently. The excluded orders will then wait for you in the folder **Preparation > Orders**.



(1-6 Batch opening - see page 21.)

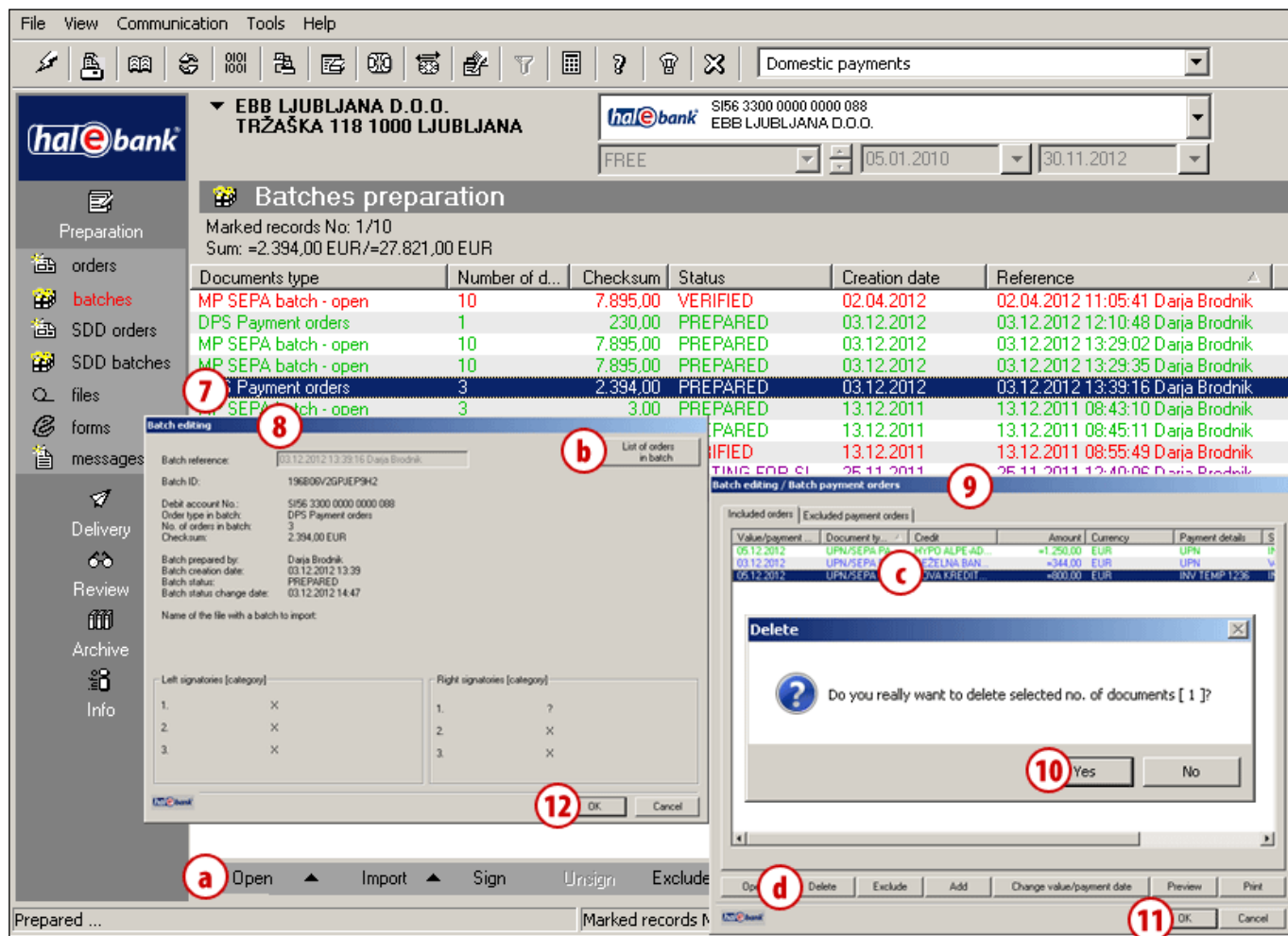
- 7 Select the batch from which you want to exclude orders.
- 8 Select the **Exclude** command.
- 9 The window "Exclusion of payment orders from batch" opens. Select the command **List of orders in batch** (a).
- 10 The window "Exclusion of payments orders from batch/Batch payment orders" opens. Select the order that you want to exclude (b) and select the **Exclude** (c) command. The order that you excluded is no longer displayed. You can view it by opening the tab **Excluded payment orders**. Confirm the exclusion (d).
- 11 The window "Exclusion of payment orders from batch" opens. In the upper right part of the window, you can view the statistics on the exclusion of orders (e). Using the **OK** command (f), you can confirm the exclusion of the order from the batch.
(Excluded orders are located in the folder **Preparation > Orders**.)

TIP

How can you select multiple orders? While pressing **CTRL** on the keyboard (for individual selection) or **SHIFT** (for a group), select orders by using the left mouse key. The selected orders are highlighted.

Deleting Orders from Batch

You should use deletion of orders from a batch when you want to permanently delete selected orders.



(1-6 Batch opening - see page 21.)

- 7 Select the batch, from which you would like to delete orders.
- 8 If you double-click or use the **Open** command (a) the "Batch editing" window opens. Select the command **List of orders in the batch** (b).
- 9 The window "Batch editing/Batch payment orders" opens. Select the order you would like to delete (c) and select **Delete** (d).
- 10 Confirm the deletion of the order. The data of the deleted order disappear from the screen.
- 11 To confirm orders in the batch, select **OK**.
- 12 To confirm the general data of the batch, select **OK**.

(Orders are permanently deleted. Batch data are changed.)

TIP

Selected orders can be deleted by using the »Delete« button. The Delete command is also available by right-clicking the order you want to delete.

Cancellation and Order StatUSES

In this chapter, you will learn how to cancel orders that have already been sent to the bank and how to check whether sent orders were booked, cancelled or rejected.

Order can be prepared:

MANUALLY

(entry)

Preparation > Orders > Enter
Complete the order.

BY DUPLICATING

(from an old order)

Archive > Orders > Duplicate
Orders are duplicated into the
folder

Preparation > Orders.

BY IMPORTING

(from file)

Preparation > Orders >
Import/Export > Import
Orders are imported into the
Preparation folder > Orders.

FROM TEMPLATE

Preparation > Orders >
Import/Export > Templates >
Open template
Data is already entered.

Prepared orders can be:

in batch mode:

CORRECTED¹

Preparation > Batches > Open > Open
Orders in the batch > Open
The corrected order remains in the
batch.

EXCLUDED²

Preparation > Batches > Open > Open
Orders in the batch > Exclude
The order returns to the Preparation
folder.

DELETED²

Preparation > Batches > Open > Open
Orders in the batch > Delete
Order is permanently deleted.

in non-batch mode:

CORRECTED²

Preparation > Orders > Open
The corrected order must be signed
(Preparation>Orders>Sign).

DELETED²

Preparation > Orders > Delete
Order is permanently deleted.

Sent order can be:

CANCELLED

Archive > Orders > Cancellation
It can be cancelled as long as it
doesn't have the »BOOKED«
status.

VERIFY STATUS IN ARCHIVE OF ORDERS

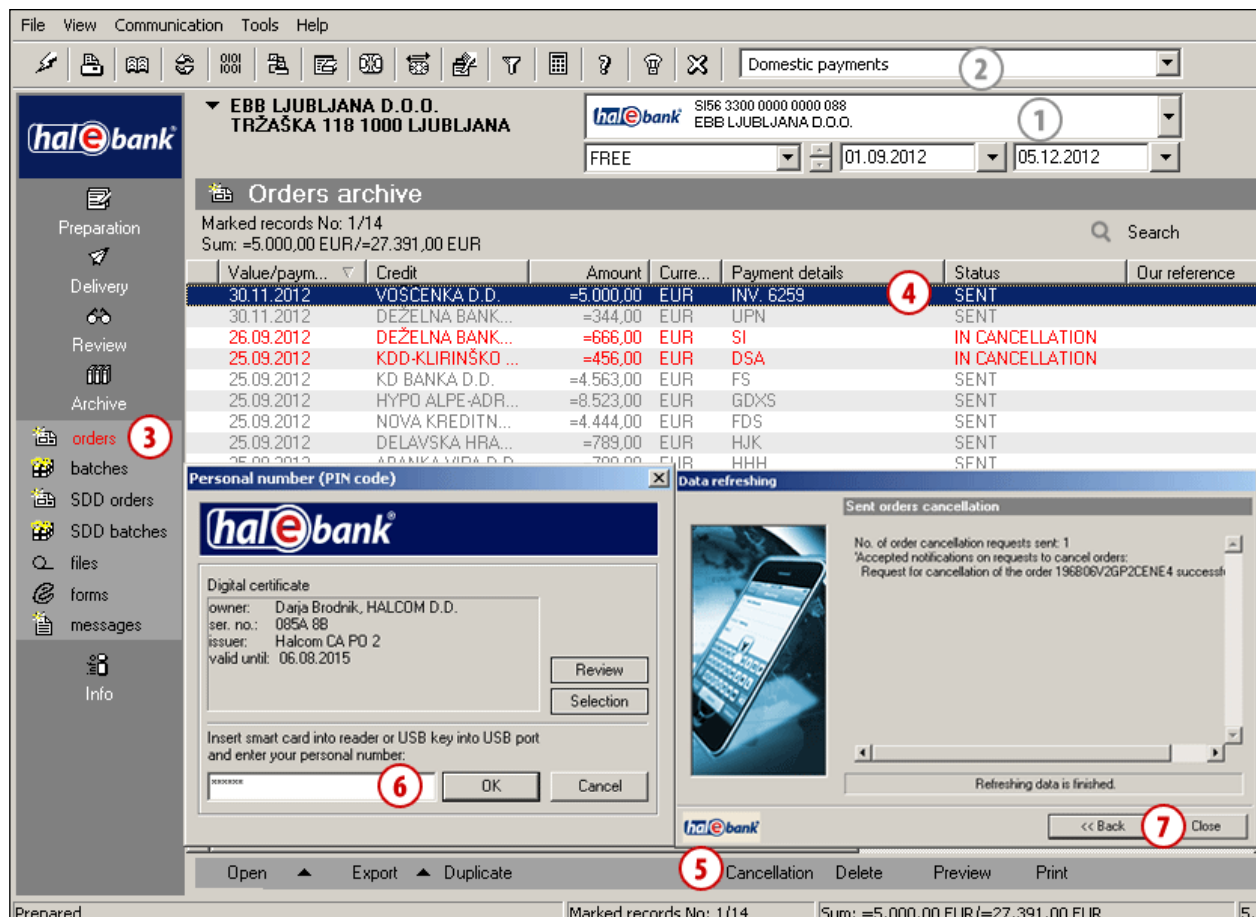
Archive > Orders
Search the list of orders
(pay attention to the selected
time period).

¹ A batch should not be signed. If it is signed (having the status VERIFIED), it has to be unsigned first (Preparation > Batches > Unsign).

² If the order has the status VERIFIED, you have to unsign it (Preparation > Orders > Unsign).

Cancellation of Sent Orders

Payment orders with the value/payment date in the future can be successfully cancelled. On the other hand, a bank can ensure a successful cancellation of orders having a current value/payment date only if the cancellation is required on time.



- 1 Select a debit account.
- 2 Select a type of payment transaction.¹
- 3 Enter the folder **Archive > Orders**.
- 4 Select the order to cancel (it has to have the SENT status, while SDD orders may also have the status IN PROCEDURE).
- 5 Select the **Cancellation** command (see tip).
- 6 Enter your personal identification number (PIN code) and confirm the entry.
- 7 Wait until connecting to the bank server is completed and then click **Close**.
(The order's status changes from »SENT« to »IN CANCELLATION« and it changes color from grey to red. By doing this, the order is not yet finally cancelled at a bank. Pay attention to the order's status and check it several times!
If a bank conducts a cancellation, the order's status changes into **CANCELLED** and it gets colored grey.)

TIP

You can find the **Cancel** command by right-clicking the order to cancel.

¹ If you would like to make international payments and there are no cross-border payments in the selection, contact your bank administrator.

Verifying Order Status in Archive of Orders

In the archive of orders, you can check whether the orders sent to the bank were booked, cancelled or rejected.

File View Communication Tools Help

Domestic payments

hal ebank SI56 3300 0000 0000 088 EBB LJUBLJANA D.O.O.

FREE 01.01.2011 05.12.2012

Orders archive

Marked records No: 0/24
Sum: - / =90.041.617,20 EUR

Value/paym...	Credit	Amount	Curre...	Payment details	Status	Our reference
05.12.2012	ABANKA VIPA D.D.	=1.789,00	EUR	08. NOV.12 INV.1236	SENT	
30.11.2012	DEŽELNA BANK...	=344,00	EUR	UPN	SENT	
30.11.2012	VOŠČENKA D.D.	=5.000,00	EUR	INV. 6259	IN CANCELLATION	
26.09.2012	DEŽELNA BANK...	=666,00	EUR	SI	IN CANCELLATION	
25.09.2012	KDD-KLIRINŠKO ...	=456,00	EUR	DSA	IN CANCELLATION	
25.09.2012	KD BANKA D.D.	=4.563,00	EUR	FS	IN CANCELLATION	
25.09.2012	HYPO ALPE-ADR...	=8.523,00	EUR	GDXS	SENT	
25.09.2012	NOVA KREDITN...	=4.444,00	EUR	FDS	SENT	
25.09.2012	DELAVSKA HRA...	=789,00	EUR	HJK	SENT	
25.09.2012	ABANKA VIPA D.D.	=789,00	EUR	HHH	SENT	
25.09.2012	DEŽELNA BANK...	=444,00	EUR	PRENOS BLAGA	SENT	
25.09.2012	DELAVSKA HRA...	=845,00	EUR	FFF	SENT	
24.09.2012	GORENJSKA BA...	=458,00	EUR	BB	SENT	SI99
24.09.2012	GORENJSKA BA...	=25,00	EUR	GG	SENT	SI99
24.09.2012	DELAVSKA HRA...	=45,00	EUR	55	SENT	SI99
13.12.2011	ABANKA VIPA D.D.	=3.001,00	EUR	INVOICE 123	BOOKED	
13.12.2011	NOVA KREDITN...	=800,00	EUR	INV TEMP 1236	BOOKED	SI05 1236
12.12.2011	NOVA LJUBLJAN...	=2.000,00	EUR	INV. 222	NOT ACKNOWLED...	SI00 222
25.11.2011	ABANKA VIPA D.D.	=3.001,00	EUR	INVOICE 123	BOOKED	
25.11.2011	NOVA LJUBLJAN...	=25,20	EUR	OBVEZNOSTI 10/2010	CANCELLED	SI00 46
25.11.2011	ABANKA VIPA D.D.	=90.000,00...	EUR	REJECT 999	REJECTED	SI99
25.11.2011	NOVA KREDITN...	=800,00	EUR	INV TEMP 1236	BOOKED	SI05 1236
25.11.2011	BKS BANK AG B...	=801,00	EUR	PAY. 333 TEMP.	BOOKED	
25.11.2011	NOVA LJUBLJAN...	=2.000,00	EUR	INV. 222	BOOKED	SI00 222

Open Export Duplicate Cancellation Delete Preview Print


Prepared ... Marked records No: 0/24 Sum: - / =90.041.617,20 EUR

- 1 Select a debit account.
- 2 Select a type of payment transaction.¹
- 3 Enter the folder **Archive > Orders**.
- 4 Select a time period, in order to reduce the list of orders and simplify the search of a requested order.
- 5 Verify the status

The meaning of basic statuses:

- **SENT, IN PROCEDURE:** The order has been sent to the bank and is waiting to be processed. (If the order has a date of payment or debit date in advance, its status will be SENT or IN PROCEDURE. A bank will process it on the maturity date.)
- **REJECTED:** The order has been rejected by the bank. The bank tried to process the order, but the payment has not been and will not be made (see Warning).
- **CANCELLED:** The order has been successfully cancelled even before the processing at the bank. The payment has not been made.
- **IN CANCELLATION:** The order has not been finally cancelled at the bank.
- **BOOKED:** The bank has processed the order and the payment has been successfully made.

WARNING

The data available in Hal E-Bank (balances, transactions, statements, archive of orders) are saved locally, on your disk. In order for your data to remain updated, refresh them by clicking .

WARNING

The reason for order rejection is written in the rejected transaction item. The rejected transaction item is written in grey color in the folder **Review > Transactions**. If you open the rejected transaction item (double-click the transaction item or use the **Open** command), you can read the reason for rejection in the bottom row of the form.

¹ If you would like to make international payments and there are no cross-border payments in the selection, contact your bank administrator.

Quick guide

Payments in Hal E-Bank are made in three steps. The image below illustrates the payment procedure.



Order can be prepared:

MANUALLY (entry)

Preparation > Orders > Enter
Complete the order.

BY DUPLICATING (from an old order)

Archive > Orders > Duplicate
Orders are duplicated into the folder
Preparation > Orders.

BY IMPORTING (from file)

Preparation > Orders >
Import/Export > Import
Orders are imported into
the folder Preparation >
Orders.

FROM TEMPLATE

Preparation > Orders >
Import/Export > Templates >
Open template
Data is already entered.

Prepared orders can be:

in batch mode:

CORRECTED²

Preparation > Batches > Open > Open >
Orders in the batch > Open
The corrected order remains in the
batch.

EXCLUDED²

Preparation > Batches > Open > Open >
Orders in the batch > Exclude
The order returns to the Preparation
folder.

DELETED²

Preparation > Batches > Open > Open >
Orders in the batch > Delete
The order is permanently deleted.

in non-batch mode:

CORRECTED³

Preparation > Orders > Open
The corrected order must be signed
(Preparation>Orders>Sign).

DELETED³

Preparation > Orders > Delete
The order is permanently deleted.

Sent order can be:

CANCELLED

Archive > Orders > Cancellation
It can be cancelled as long as it
doesn't have the »BOOKED«
status.

VERIFY STATUS IN ARCHIVE OF ORDERS

Archive > Orders
Search the list of orders (pay
attention to the selected time
period).

¹ If you can click Preparation > Batches in the left menu, you are using the batch mode; otherwise, you are in the non-batch mode.

² If the batch has the status VERIFIED, you have to unsign it (Preparation > Batches > Unsign).

³ If the order has the status VERIFIED, you have to unsign it (Preparation > Orders > Unsign).

SEPA Mass Payments

In this section, you will learn how to prepare SEPA mass payments (MP SEPA), import them into Hal E-Bank, manually prepare MP SEPA batches from prepared orders in preparation, review them, send them to bank, cancel, etc. MP SEPA have replaced the previous transactions with NPI DC (New payment instruments - direct credits).

The MP SEPA batch represents an n-number of payment orders, which you prepare in the back-office application and combine them into the MP SEPA batch. The MP SEPA batch is imported into the electronic bank and sent to a bank for execution. The MP SEPA batch can also be prepared manually from orders in preparation. For the received MP SEPA batch, a bank sends for all orders only **one** (summary) **debit item**. A bank can also entirely reject the MP SEPA batch

In order to work with the MP SEPA batches, you need the authorization for working with a selected account (batch preparation, signing, sending data, reviewing).

Import of the MP SEPA batch and manual preparation of the batch are enabled in the Domestic payments channel.

At import or manual preparation of the MP SEPA batch, you can choose between the import/preparation of closed or open MP SEPA batch (details in continuation).

WARNING

Not all banks support transactions with the MP SEPA batches. In that case working with MP SEPA batches is disabled.

A bank may also support the functionality only partially - for example, it may only support import MP SEPA batches, while it may not support the manual preparation of the MP SEPA batch from orders in preparation. In this case, it is not possible to prepare MP SEPA batches from prepared orders.

Preparation of MP SEPA Batch for import

The MP SEPA batch is prepared for import in the back-office application. During preparation, consider the instructions for preparation of the MP SEPA batch, as otherwise the batch with MP SEPA payments will be rejected at import. [Detailed description of MP SEPA batch preparation](#) is available on Halcom's website.

Authorizations for Working with MP SEPA Batches

For importing, signing, reviewing and sending MP SEPA batches, you need authorizations for performing domestic payments for a selected account, which contains the following authorizations for working with batches:

- preparation and review of batches,
- signing,
- sending.

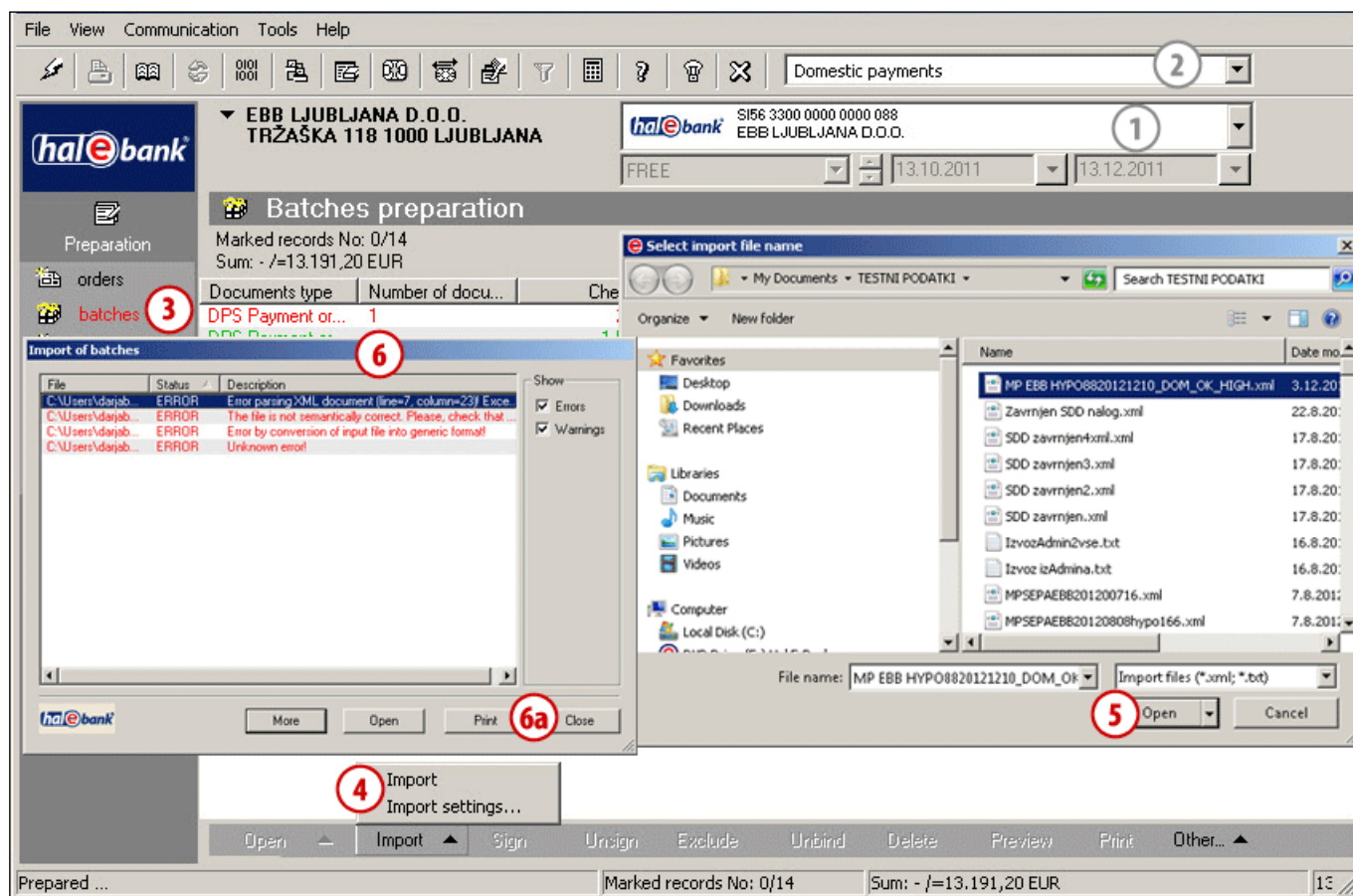
Importing MP SEPA batch

Import of the MP SEPA batch is similar to the import of orders. The import is enabled in the channel Domestic payments. Prior to importing the MP SEPA batch, make sure that you have in the import converter settings at »Import MP SEPA batches as ordinary orders« set the selected value »NO«. Otherwise, the MP SEPA batch will be imported as a batch with ordinary orders.¹

At import of the MP SEPA batch, decide in which format you will import the MP SEPA batch. You can choose between options of importing **open** or **closed** MP SEPA batch. The default value of the batch type can also be set in Settings (Alt + O), the Miscellaneous tab (see Additional tools and settings).

If you are deciding for import of the MP SEPA batch - **open**, in continuation of your work you will be able to review orders from the batch. If you decide for the import of the MP SEPA batch - **closed**, reviewing of individual orders from the batch will not be enabled.

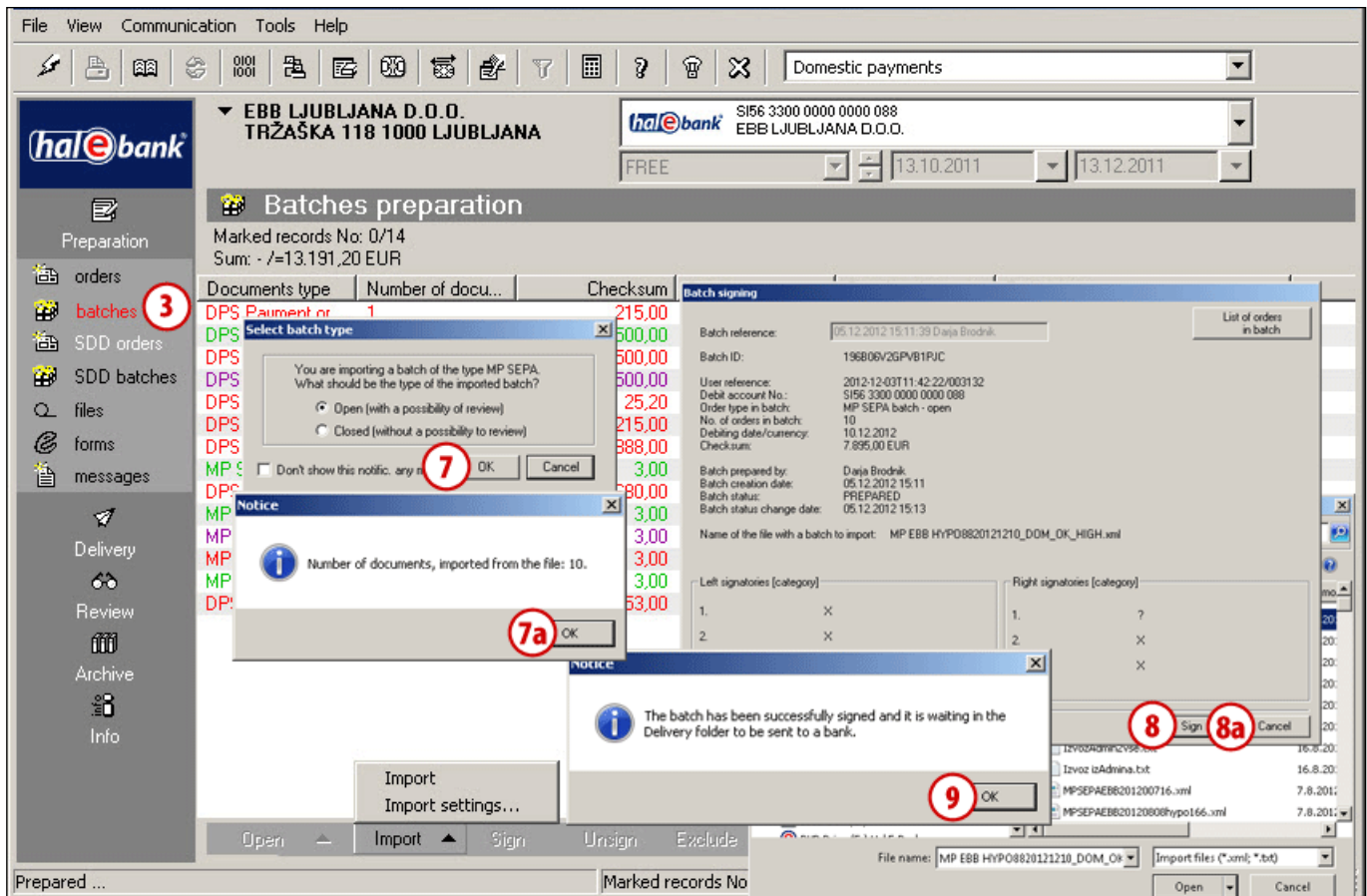
Import the prepared MP SEPA batch into the e-bank.



- 1 Select a debit account.
- 2 Select »Domestic payments« type of payment transaction.
- 3 Enter the folder **Preparation > Batches**.
- 4 Select the command **Import > Import**.
- 5 In the window »Select the name of entry file«, look for and select the file and click **Open**.

¹ You will find more information on settings of import/export converters in the manual Additional Tools and Settings.

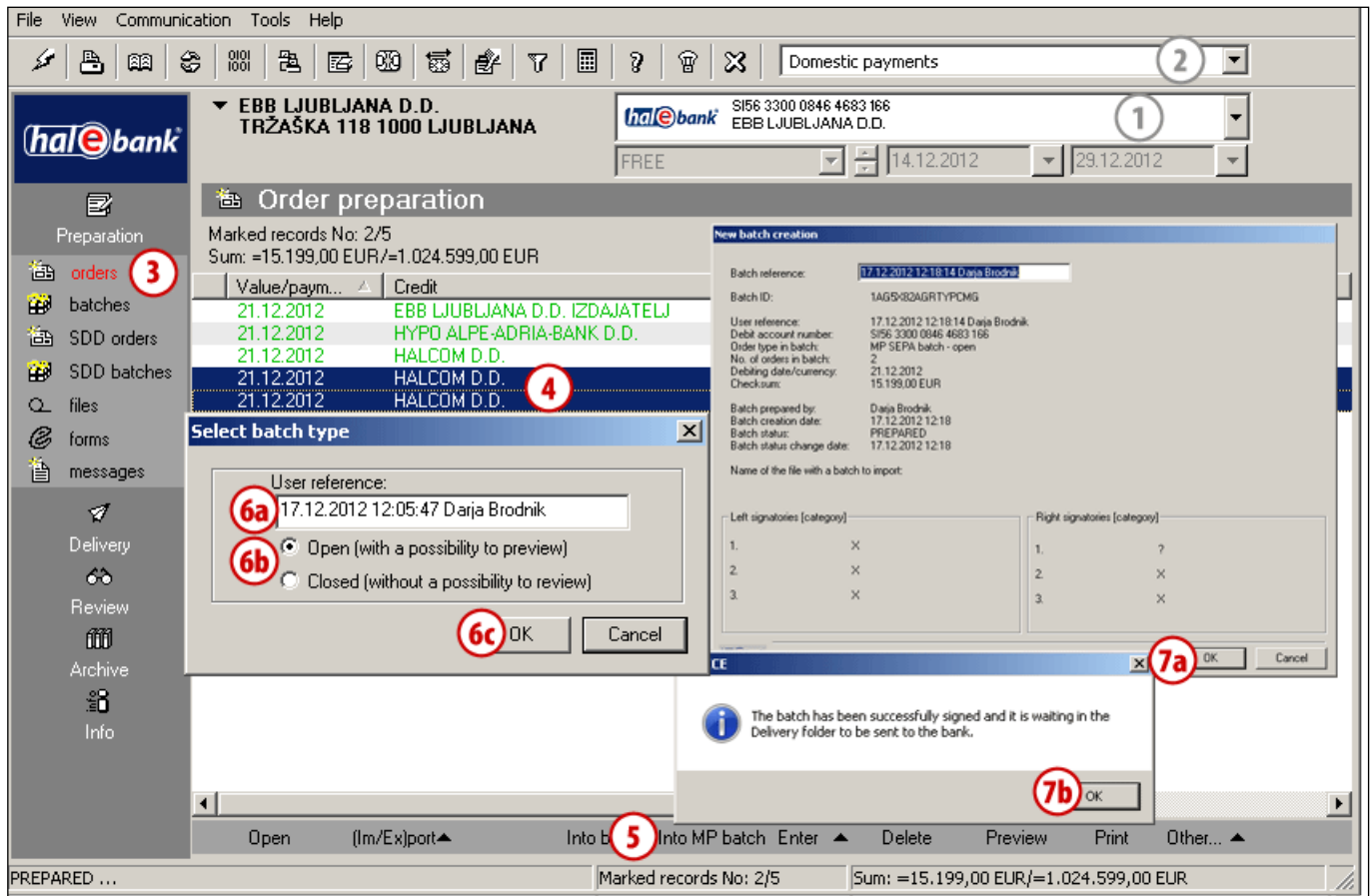
- 6 In case the MP SEPA batch which you are importing contains an error, the program will notify you about this. Close the window by clicking **Close (6a)**.



- 7 In case the MP SEPA batch which you are importing is correctly prepared, the window opens where you specify batch type - **open/closed** and confirm the selection by clicking **OK (7)**. A notification appears, with the number of read documents. Close the window **(7a)**.
- 8 In the »Batch signing« window, sign a batch by using the command »**Sign**« (8) or cancel by using the »**Cancel**« command (8a).
- 9 Upon signing, you will receive the notification that the MP SEPA batch is waiting for you in Delivery. Confirm the notification by clicking **OK**. You send the MP SEPA batch to the bank in the same way as described in the chapter Step 3: Send to Bank.

Preparing an MP SEPA batch from orders in preparation¹

An MP SEPA batch can also be prepared from the orders, which are located in the folder **Preparation > Orders** (in the channel Domestic payments). Preparing an MP SEPA batch from the orders in preparation follows the same basic rules as preparing an MP SEPA batch as an import file. You must follow the instructions on the preparation of other data for payment orders (e.g. the same debit account). The general data of the MP SEPA batch are created automatically.



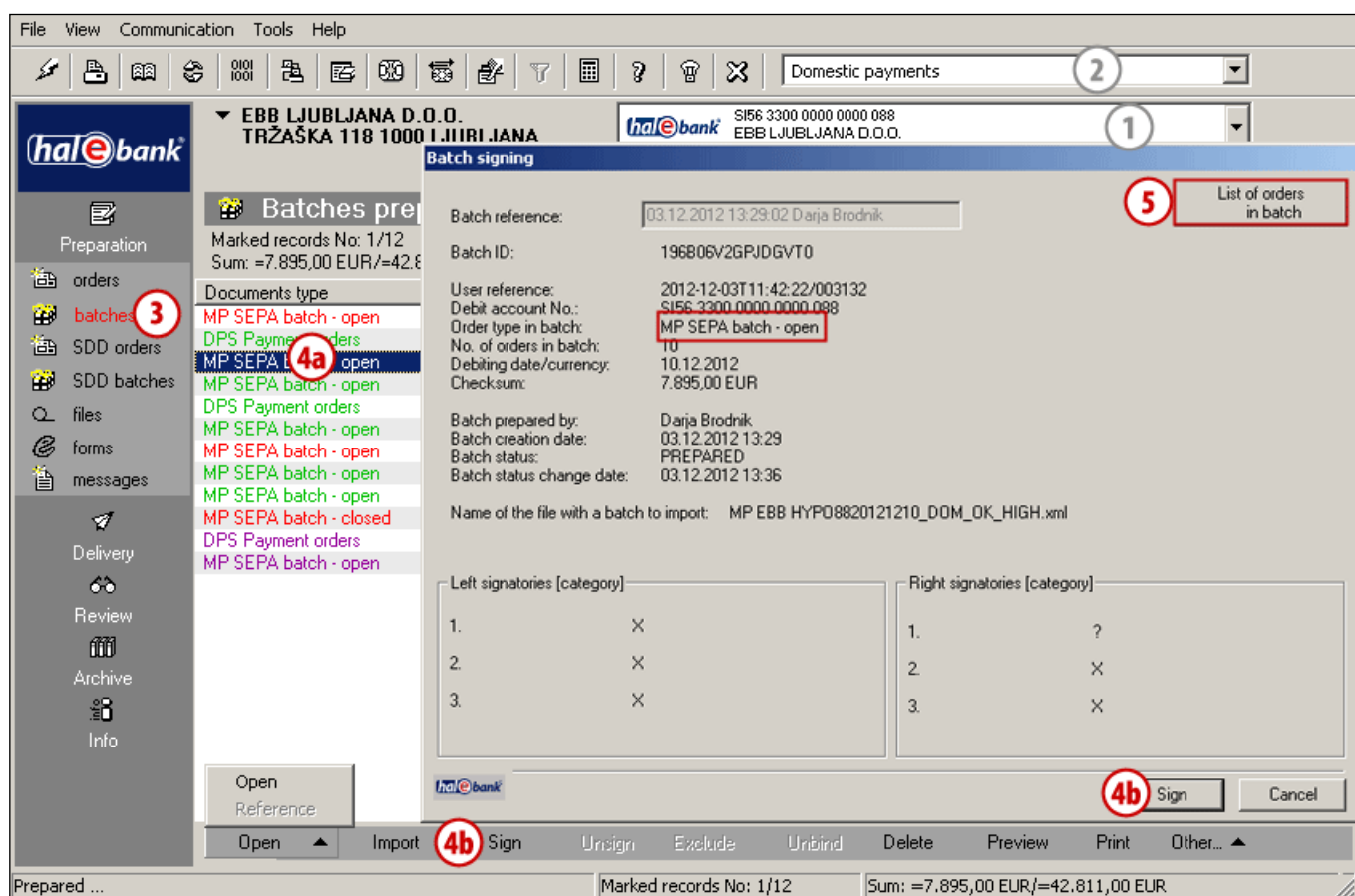
- 1 Select the debit account.
- 2 Select the **Domestic payments** payment transaction type.
- 3 Enter the folder **Preparation > Orders**.
- 4 Select the orders.
- 5 Select the command **Into MPS batch**.
- 6 If the orders fulfil the conditions for preparing an MP SEPA batch, the window "Select batch type" opens. Check whether you would like to keep the automatically created user reference to create the MP SEPA batch or simply change the data, if you decide not to (6a). Then, select the batch type - **open** / **closed** (6b) and confirm by clicking **OK** (6c).
- 7 Window **New batch creation** appear. Close the window (7a). A notification on the successful creation of the batch appears. Close the window (7b).
(The prepared MP SEPA batch is located in the folder **Preparation > Batches** and in the folder **Delivery**. To find out more about working with batches, see below).

¹ Not all banks support this functionality.

Working with MP SEPA Batches

For MP SEPA batches, in addition to import the following actions are enabled: Open, Sign, Delete, Preview, Print, Other. Performing of individual actions depends on the status of the MP SEPA batch (prepared, verified...) and batch type (open/closed). Working with MP SEPA batches is independent of whether the package was prepared from orders in preparation or imported.

Opening MP SEPA Batch



- 1 Select a debit account.
- 2 Select **Domestic payments** type of payment transaction.
- 3 Enter the folder **Preparation > Batches**.
- 4 Select the batch (4a). If the batch carries the PREPARED status (the batch is not signed yet), sign it (in the same way as the batches with ordinary orders) (4b).
- 5 In the »open« batch type (regardless of its status), you can see orders by clicking the command **List of orders in batch**. If you have selected the MP SEPA batch »closed«, the command for reviewing **List of orders in batch** is not visible.

Editing MP SEPA Batch

The MP SEPA batch not orders in this batch **cannot be edited**. This means that in the MP SEPA batch one cannot correct individual orders, exclude them and save them elsewhere not delete them from the batch.

View/Print of MP SEPA Batch

You can open (1), unsign (2), view (3), print (4) the MP SEPA batch or you can choose the option Other (5). At opening/previewing/printing of the closed MP SEPA batch, only the batch data are visible, while the data on individual orders are not visible (6). In case of an open MP SEPA batch, also the data on individual orders are visible.

The data in case of closed MP SEPA batch type:

File View Communication Tools Help

Domestic payments

hal ebank

EBB LJUBLJANA D.O.O.
TRŽAŠKA 118 1000 LJUBLJANA

SI56 3300 0000 0000 088
EBB LJUBLJANA D.O.O.

Batches prepar

Marked records No: 1/12
Sum: =3,00 EUR/=42.811,00 EL

Documents type

- MP SEPA batch - open
- DPS Payment orders
- MP SEPA batch - open
- MP SEPA batch - open
- DPS Payment orders
- MP SEPA batch - open
- MP SEPA batch - open
- MP SEPA batch - open
- MP SEPA batch - closed
- DPS Payment orders
- MP SEPA batch - open

Batch opening

Batch reference: 13.12.2011 08:55:49 Darja Brodnik

Batch ID: 196806V2EUU2GAGC

User reference: RF SB 02010

Debit account No.: SI56 3300 0000 0000 088

Order type in batch: MP SEPA batch - closed

No. of orders in batch: 3

Debiting date/currency: 20.12.2011
3,00 EUR

Checksum: 3,00 EUR

Batch prepared by: Darja Brodnik

Batch creation date: 13.12.2011 08:55

Batch status: VERIFIED

Batch status change date: 13.12.2011 09:01

Name of the file with a batch to import: MPebb_OK20111220.xml

Left signatories [category]

1.	X
2.	X
3.	X

Right signatories [category]

1. Darja Brodnik [1]	
2.	X
3.	X

Close

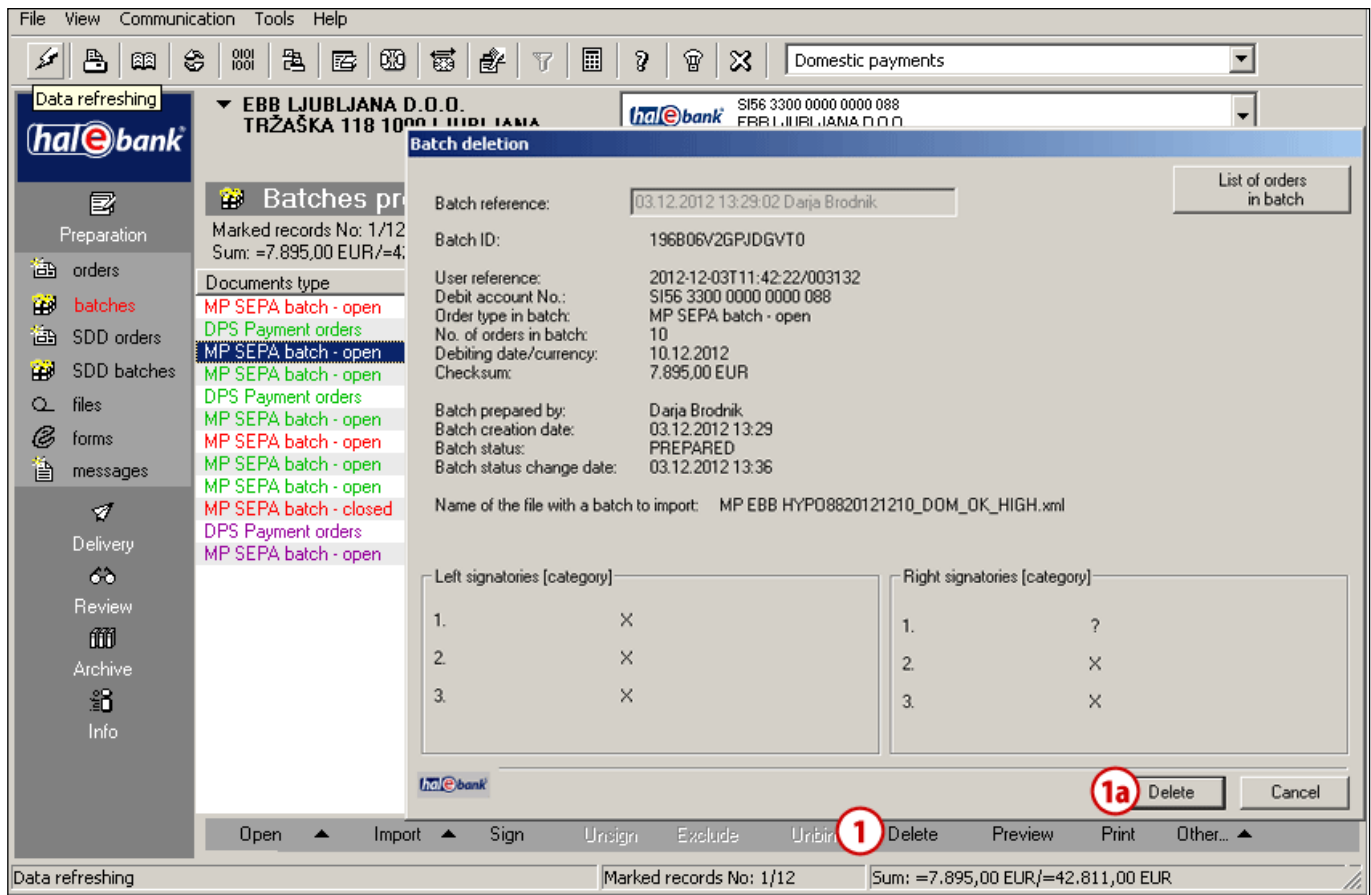
Open (1) Import Sign Unsign (2) Exclude Unbind Delete Preview (3) Print (4) Other... (5)

Prepared ... ed records No: 1/12 Sum: =3,00 EUR



Deleting MP SEPA Batch from Batches Preparation

You can delete the entire MP SEPA batch from the Batches preparation. The deletion is performed in the same way as deletion of individual payment orders (see the chapter Deleting Orders). To delete batches, use the command Alt + D or select Delete in the bottom toolbar (1). Confirm the deletion by using the command Delete in the window »Batch deletion« (1a).

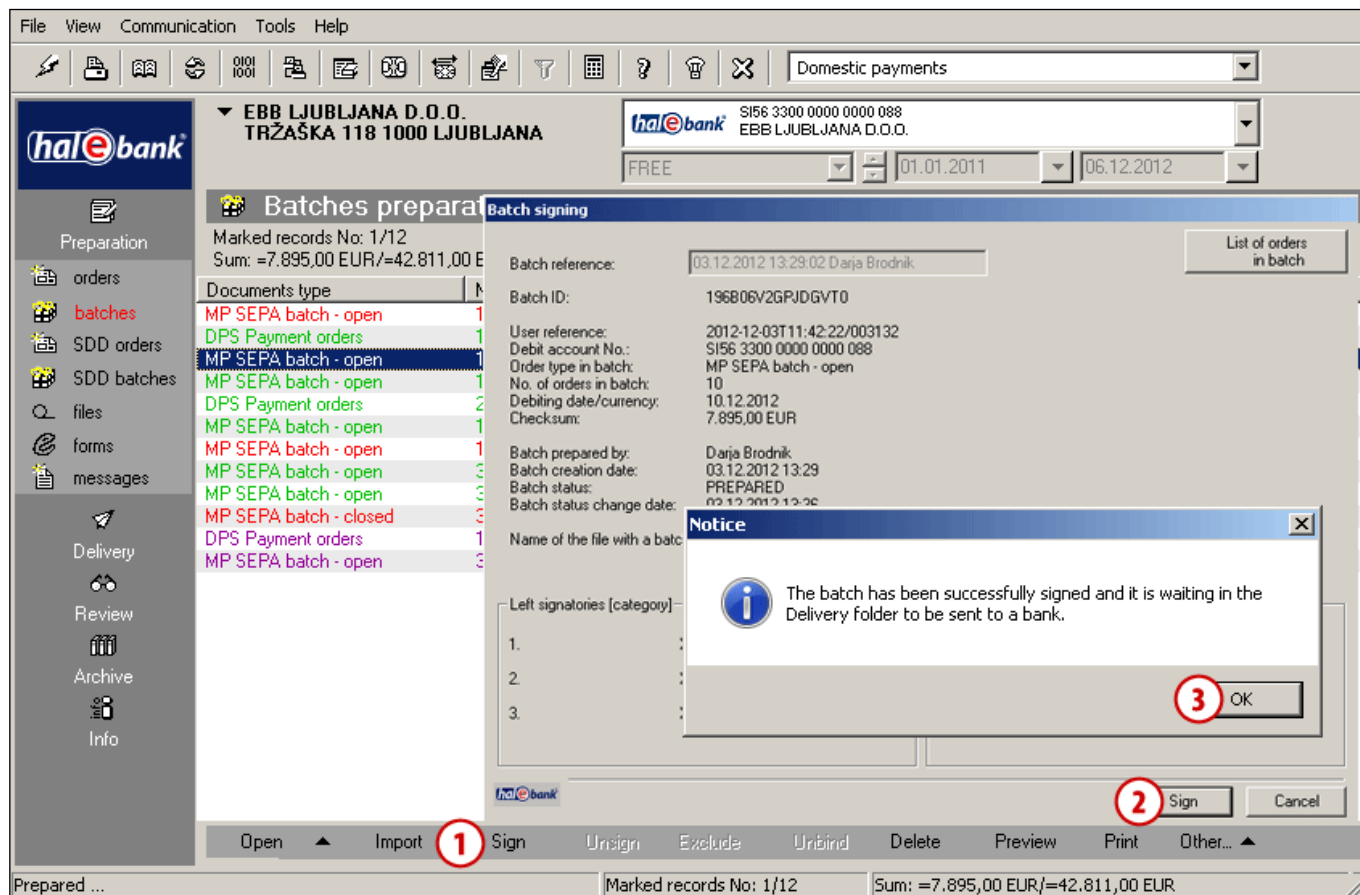


Other

Within this action, you can select the option »Send in signing«, if your bank supports this service and select the option »View«.

Signing MP SEPA Batch

Signing of the MP SEPA batch is performed in the same way as signing of the batch with ordinary payment orders. In the bottom toolbar, select Sign (1), then confirm the selection in the window »Batch signing« (2) and confirm the notification by clicking the OK button (3).



Sending MP SEPA Batch to Bank

The signed MP SEPA batch is located in the folder **Delivery**, where it is waiting to be sent to a bank. The procedure of sending the MP SEPA batch to a bank is the same as the procedure for sending batches with payment orders (see the chapter Step 3: Send to Bank).

Archive of MP SEPA Batches

The sent MP SEPA batch is located in the folder **Archive > Batches**.

hal ebank
EBB LJUBLJANA D.O.O.
TRŽAŠKA 118 1000 LJUBLJANA

SI56 3300 0000 0000 088
EBB LJUBLJANA D.O.O.

Domestic payments

FREE 13.10.2011 13.12.2011

Batches archive

Marked records No: 1/9
Sum: =3,00 EUR/=90.014.176,20 EUR

Documents type	Number of docu...	Checksum	Status	Creation date	Reference
MP SEPA batch - open	3	3,00	ON WAITING	27.11.2011	27.11.2011 18:40:49 Darja Brodnik
MP SEPA batch - closed	3	3,00	SENT	28.11.2011	28.11.2011 17:13:27 Darja Brodnik
MP SEPA batch - closed	3	3,00	ON WAITING	27.11.2011	27.11.2011 18:48:20 Darja Brodnik
DPS Payment orders	1	800,00	SENT	13.12.2011	13.12.2011 08:14:36 Darja Brodnik
DPS Payment orders	1	3.001,00	SENT	13.12.2011	13.12.2011 08:01:39 Darja Brodnik
DPS Payment orders	1	3.500,00	UNBINDED	25.11.2011	25.11.2011 12:41:11 Darja Brodnik
DPS Payment orders	1	25,20	SENT	25.11.2011	25.11.2011 12:33:26 Darja Brodnik
DPS Payment orders	1	230,00	UNBINDED	25.11.2011	25.11.2011 09:48:46 Darja Brodnik
DPS Payment orders	5	90.006.611,00	SENT	25.11.2011	25.11.2011 09:20:14 Darja Brodnik

Prepared ... Marked records No: 1/9 Sum: =3,00 EUR/=90.014.176,20 EUR 13

In the folder **Archive > Batches**, you can do the following with the MP SEPA batches:

- open them (1) - depending on the batch type **open/closed**,
- cancel them (2) - depending on the batch status. You can cancel the MP SEPA batch, if it has the status **SENT**, **IN WAITING**,
- delete them (3) - depending on the batch status. You can delete the MP SEPA batch, if it has the status **EXECUTED**, **CANCELLED**, **REJECTED**,
- view them (4) and
- print them (5).

Each procedure with the MP SEPA batches is performed in the same way as it applies to individual payment orders.

In the archive of the MP SEPA batches, you can also check batch status. The statuses of the MP SEPA batches in the archive are the following:

SENT, **BOOKED**, **IN WAITING**, **IN CANCELLATION**, **CANCELLED** and **REJECTED**. The meaning of each status is the same as the meaning of statuses for payment orders (see the chapter **Verifying Order Status in Archive of Orders**).

SMS notifications

Some banks offer their customers the option of sending notifications via text messaging (SMS). This way, the bank sends a text message to the customer's mobile phone every time an order or batch is delivered to that customer's bank account.

WARNING

Not all banks support the SMS notification service. Ask your bank about the possibility of subscribing to the SMS notification service.

If you wish to subscribe to the SMS notification service, do so through your bank officer. Once you are subscribed to the service, your bank will send you an SMS notification every time orders/batches are sent through the client and every time orders/batches are signed through the remote signature WEB application.

You will receive an SMS notification:

- every time orders/batches are sent through the installation version of your electronic bank - the client,
- upon the final signing of orders/batches when these are signed through the WEB application.

The notification sent to your mobile phone will contain the following information:

- date and time the orders were sent,
- information on the debit account,
- the total amount and the number of orders sent,
- a telephone number you can call to make a complaint.

The contents of the notification are at the discretion of the bank providing the SMS notification service.

The bank informs its customers via SMS messaging of the following sent/signed orders¹¹:

- UPN/SEPA orders,
- transfers between accounts - compensations,
- VP70,
- MP SEPA.

When sending orders/batches through the client, customers will receive one SMS notification if they send:

- one batch regardless of how many orders it holds,
- up to 1.000 orders at the same time in more than one batch,
- up to 1000 orders at the same time in more than one batch (applicable to users of version 18.1.0.0 and newer).

¹ This list may vary from bank to bank and depends on the scope of services offered by an individual bank.

The number of SMS notifications sent depends on the number of orders inside the sent batches, as well as the method, order and time of sending. All possible combinations cannot be illustrated here. The table below therefore provides examples of the number of SMS notifications received based on the number of batches and corresponding orders sent through the installation version (the client).

No. of batches/No. of orders*	Number of SMS notifications received for orders sent through version 18.1.0.0 or newer (cut-off value: 1000)
1 batch/1000 orders	1 (1x1000 orders)
2/250, 260	1 (1x 510)
3/800, 100, 300	1 (1x1200)
3/300, 800, 100	2 (1x1100, 1x100)
2/999, 100	1 (1x1099)
3/999, 350, 200	2 (1x1349, 1x200)
3/200, 999, 350	2 (1x1199, 1x350)

* The number of SMS notifications may vary if the order in which batches are sent is different.

As for batches signed through the WEB application, the user will receive one SMS notification for each signed batch, regardless of the batch type and the number of orders it contains.