

HAL E-BANK MANUAL

BANK NOTICES AND MESSAGES TO BANK



Hal E-Bank version: 17.X.X.21

Content of Manual

The manual consists of eight content sections and two sub-sections. The current section is highlighted on the list. The manual's content sections are also available online at www.halcom.rs.

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. E-INVOICES

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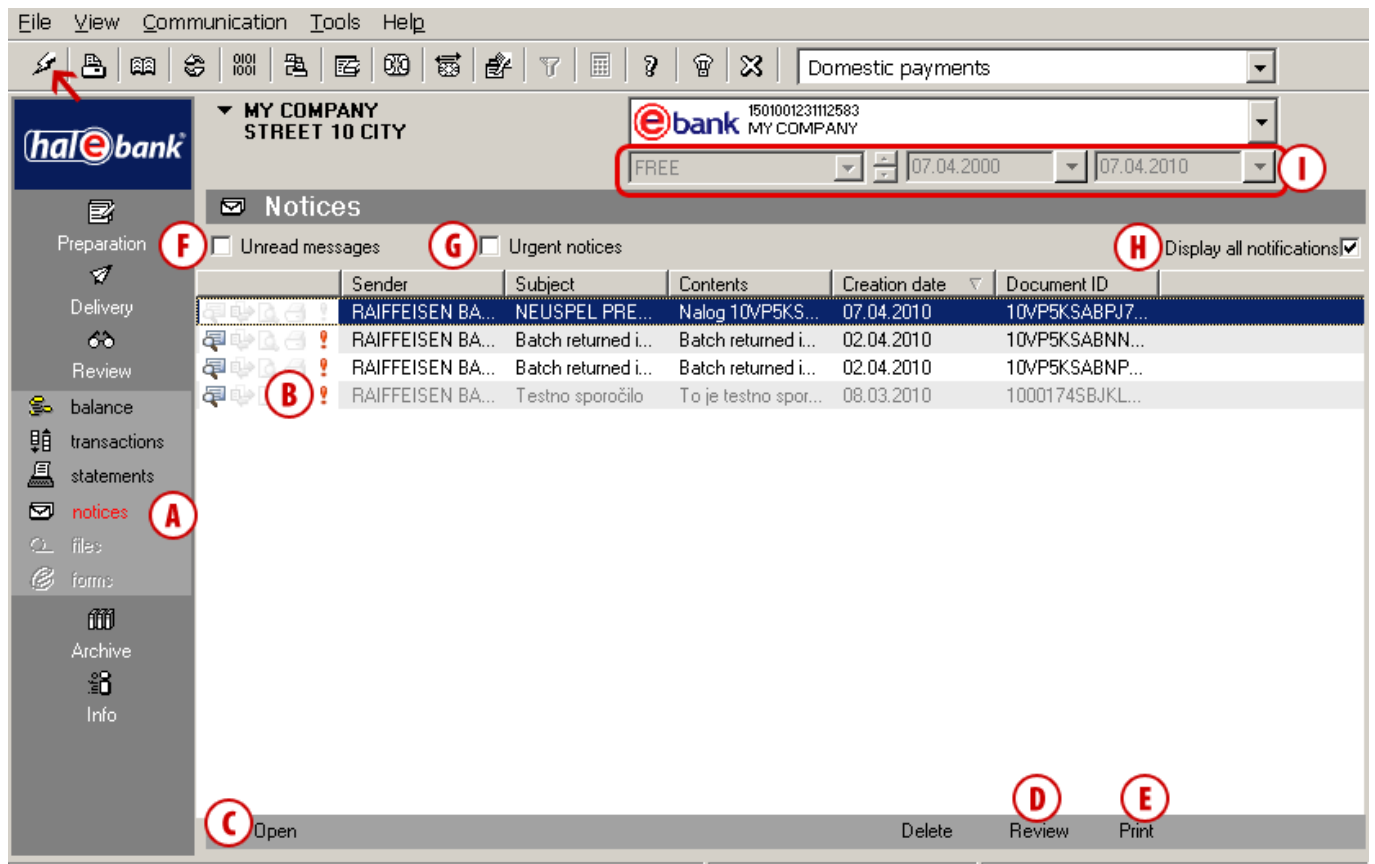
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Notices and Messages

Notices and messages serve for the user's communication with a bank. Through the e-bank, the user can send to its contact person at bank's side a message, while a bank can inform the user through notices.

Notices

Notices are intended for communication of a bank clerk with users of e-bank. Notices are prepared by a bank clerk, while you can access them in the folder **Review > Notices (A)**.



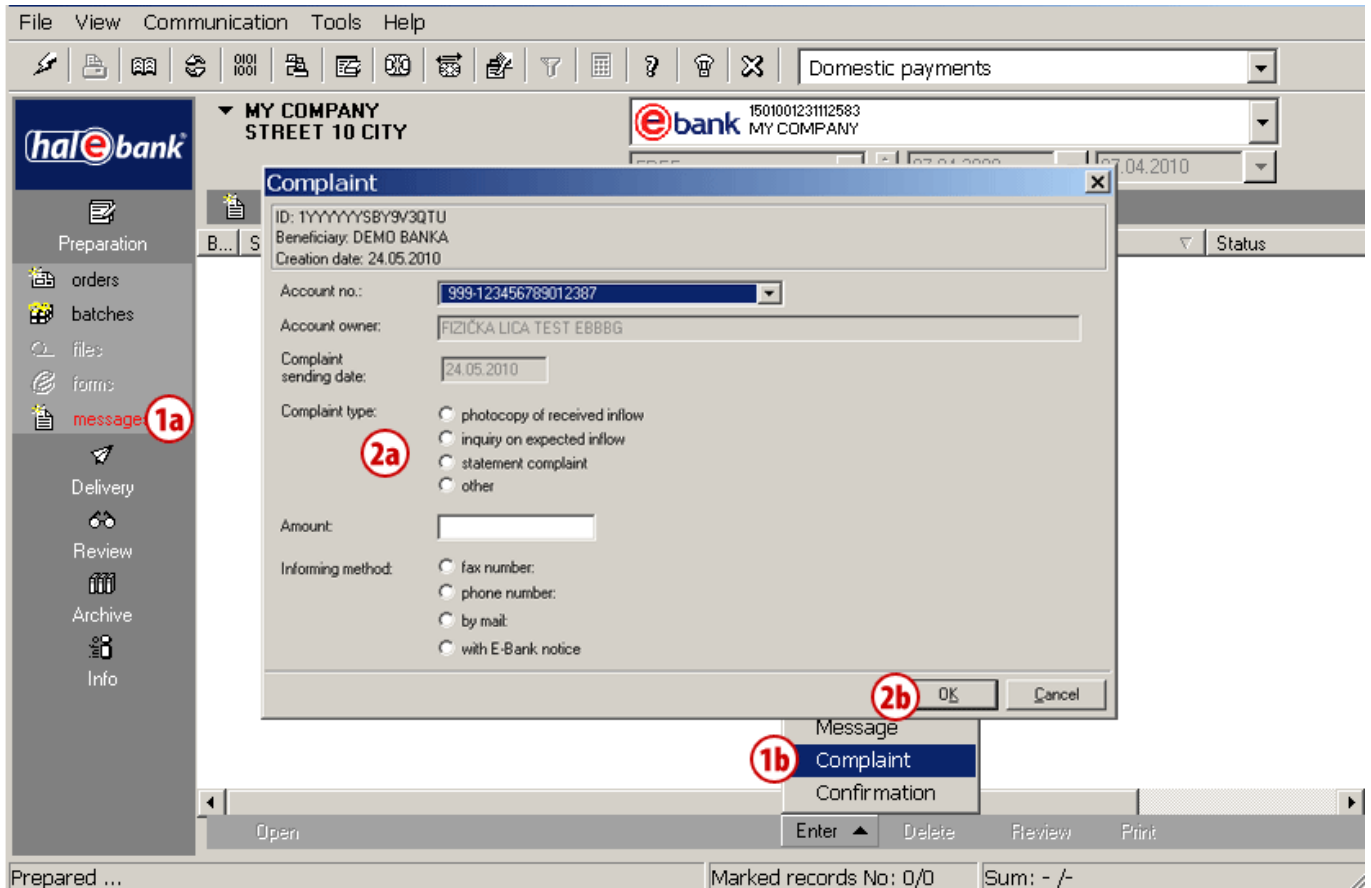
- All urgent notices are marked with an exclamation mark (B).
- You can open notices by double clicking with mouse or by using the **Open** command (C). Reviewed notices are marked with the icon (📄).
- By using the **Review** command (D), notices are displayed in the format as they will be printed. By using the **Print** command (E), you can print the selected notice. You can mark and print several notices at once.
- You can simply filter the received notices by using quick filters; you can activate a display of only unread (F) or only urgent notices (G).
- If you deactivate the »Display all notifications« option (H), you can define any time period for display of notices in the time filter above (I).

WARNING

You can receive all the data available in the **Review** folder when refreshing data (click the icon 🔄, marked on the picture with an arrow ←). In order for your data to remain as updated as possible, we recommend to refresh it prior to each review. By refreshing data, you will receive all latest data on balances and processed documents (notices, transaction items and statements).

Messages

Through the e-bank, the user can send a message to its bank clerk. A bank defines types of messages, which will be available for communication with a bank. If a bank doesn't support a message format, the latter will not be included into the set of possible messages.



The procedure of preparing a new message for a bank's clerk is the following:

- 1 In the folder Preparation > Messages (1a), select the Enter command. A list of possible messages will pop up. Select a type of message (1b), which you would like to convey to your bank clerk.
- 2 A form will open, where you enter (2a) required data. Confirm the entry by clicking the OK button (2b).

Continued on next page ...

File View Communication Tools Help

Domestic payments

hal ebank MY COMPANY STREET 10 CITY ebank 1501001231112583 MY COMPANY

FREE 07.04.2000 07.04.2010

Delivery

	Value/payment date	Type	Amount	Currency	Beneficiary/Subj
3b		MESSAGE			COMPLAINT
	07.04.2010	Batch DPS Pay...	150,00	EUR	07.04.2010 15:0
	07.04.2010	Batch DPS Pay...	10,00	EUR	07.04.2010 15:0
	07.04.2010	Batch DPS Pay...	300,00	EUR	07.04.2010 14:5

Preparation
Delivery
3a delivery
Review
Archive
Info

Open **3c** Send Delete

Prepared ... Marked records No: 1/4 Sum: - /-

- 3** A prepared message is located in the Delivery folder (3a), where you select it (3b) and convey it to your bank clerk by using the Send (3c) button.