HAL E-BANK MANUAL PAYMENTS

(hale) 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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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 the same for all types of payment orders.

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 5),
- Duplicating order from archive: for payments already made in the past (page 11),
- Importing an order: for orders prepared in other programs (page 12),
- Payment order from template: for repeating payments (e.g. monthly) (page 13).

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- 1 Select a debit account.
- 2 Select a type of payment transaction.¹
- **3** Enter the folder **Preparation** > **Orders**.
- 4 Select the Enter command. Select an adequate form.
- 5 Complete the payment order.
 When entering creditor's 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

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

possibilities of entry without the use of address book.

- 6 When required data are entered, confirm the order by clicking OK.
 - (You can proceed with the completion of a new order.)
- 7 Finish by clicking Exit.

🖰 ТІР

If you want to enter creditor data into the payment order without the use of address book, you can deactivate the address book in the menu selection Tools > Settings > Diverse (the selected option »Payment orders - creditor information entry without use of address book«). For more information on address book, see chapter ADDRESS BOOK.

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.

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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 AII) or an individual order (button Individually).

* An authorized person can sign orders remotely by using the Hal E-Bank Web Corporate web application. For details see the Remote signing section. Then, in the »New batch creation« window click OK; (6a, 6b)

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

🍋 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.

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.

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- 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).
- 4 Select the Sign² command.
- **5** If you have selected:
 - a. Multiple orders,
 - In the »Group signing of selected orders« window, sign all orders (button AII) or an

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

individual order (button Individually), then click OK; (6a) b. One order, click OK. (6b)

 6 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.

 $^{^2}$ 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 (nonbatch mode), which you want to send.
- 5 Select the Send command.
- 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

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

(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 25).

WARNING

In order to have your transactions information updated, we recommend that you refresh them prior to each review by clicking the *solution* (marked with arrow **for** 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**.

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 file (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:

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 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 status »BOOKED«.

VERIFY STATUS IN ARCHIVE OF ORDERS Archive > Orders Search on list of orders (pay attention to the selected time period).

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 In the »Duplicate« window, select the account from which you want to pay and click OK.
- 7 The duplicated order is located in the folder Preparation > Orders below the debit account selected in step 6 (see page 5).

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. The import formats supported by Hal E-Bank are the following: TKDIS, XML, B2B.



- 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.
- 6 If you want to correct orders, mark them and click **Open** or double-click the order (see page 5).



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.

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?

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- 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, 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. Open them. If necessary, correct them (for instance, amount and reference) and confirm them. The rest of the process is the same as for manual entry of orders (page 5).

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

¹ Preparation of templates is described on page 17.

How to Prepare a Template from Prepared Orders?

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- 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.

🍋 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.

How to Prepare a Template from Archived Orders?

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- 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.

🍋 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).

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).

Correcting Orders

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

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- 1 Select a debit account.
- 2 Select a type of payment transaction.¹
- **3** Enter the folder **Preparation** > **Orders**.
- 4 Select the order (4). 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.

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 (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.

ς ΤΙΡ

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 or deleted. The procedure depends on the status of an order.

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

Batch Opening

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5 Prepared	Open 🔺	Import	Sign 4b Unsign	Exclude I Marked re	Unbind Delete cords No: 1/6	Review	Print 0	ther 🔺 833,00 EUR 🏾 🎢

- 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** Select the command **Open > Open** (See Tip).
- 6 In the »Batch editing« 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.

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Prepared	Marked records No: 1/5 Sum: =2.753,00 EUR/=3.513,00 EUR

(1-6 Batch opening - see page 19.)

- 7 Select the order to correct.
- 8 Select the Open command or double-click the order.
- 9 Correct the order and click OK.
- **10** In the »Batch editing/Batch 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**.

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- (1-6 Batch opening see page 19.)
- 7 Select the orders to exclude (See Tip).
- 8 Select the Exclude command.
- 9 Select the OK command.
- 10 In the »Batch editing« window, select the OK command. (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.

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(1-6 Batch opening - see page 19.)

- 7 Select the orders to delete.
- **8** Select the **Delete** command (See Tip).
- 9 In the »Delete« window, confirm order deletion.
- **10** Select the **OK** command.
- 11 In the »Batch editing« window, click 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 rightclicking 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.

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 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.

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- **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).
- **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.)

¹ If you would like to make international payments and there are no cross-border payments in the selection, contact your bank administrator. In the foreign payment system, orders in Hal E-Bank cannot be deleted.

TIP

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

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.

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- 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: The order has been sent to the bank and is waiting to be processed. (If the order has a date of payment in advance, its status will be SENT. A bank will process it on the payment 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.

¹ If you would like to make international payments and there are no cross-border payments in the selection, contact your bank administrator. In the foreign payment system, orders in Hal E-Bank cannot be cancelled.

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 *st.*.

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.



 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).