

HAL E-BANK MANUAL

PAYMENTS



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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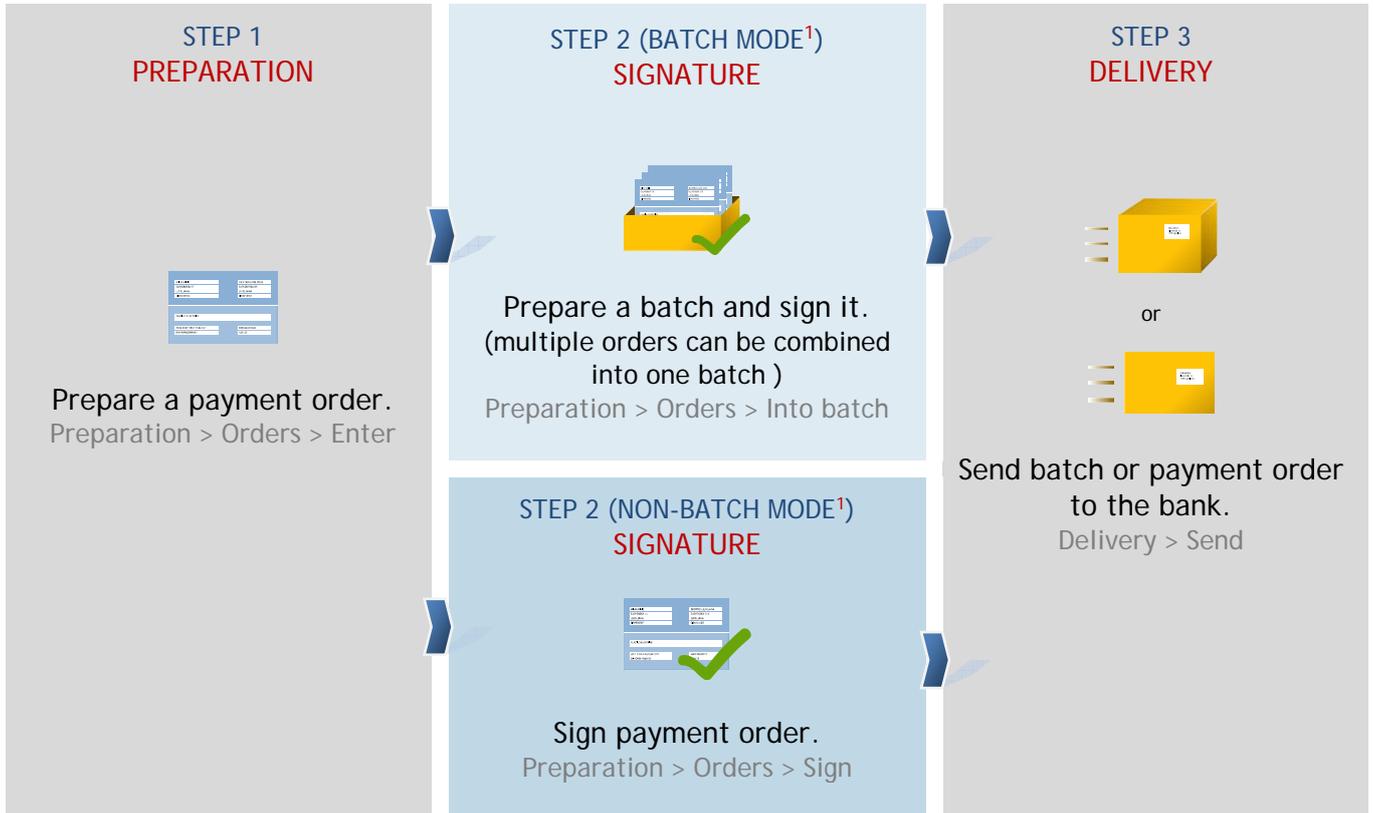
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How to Pay?

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.

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 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).

The screenshot shows the 'hal ebank' software interface. At the top, there is a menu bar with 'File', 'View', 'Communication', 'Tools', and 'Help'. Below the menu bar is a toolbar with various icons. The main window displays the 'PAYMENT ORDER' form. The form is divided into several sections: 'Debtor', 'Payment details', and 'Creditor'. The 'Debtor' section includes fields for 'Name', 'Address', and 'Deal type'. The 'Payment details' section includes a field for 'Description'. The 'Creditor' section includes fields for 'Name' and 'Account number'. The form also includes a 'Status' bar at the bottom with buttons for 'Print', 'OK', and 'Exit'. Red circles with numbers 1 through 7 are overlaid on the interface to indicate the steps for manual preparation of a payment order.

- 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

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.



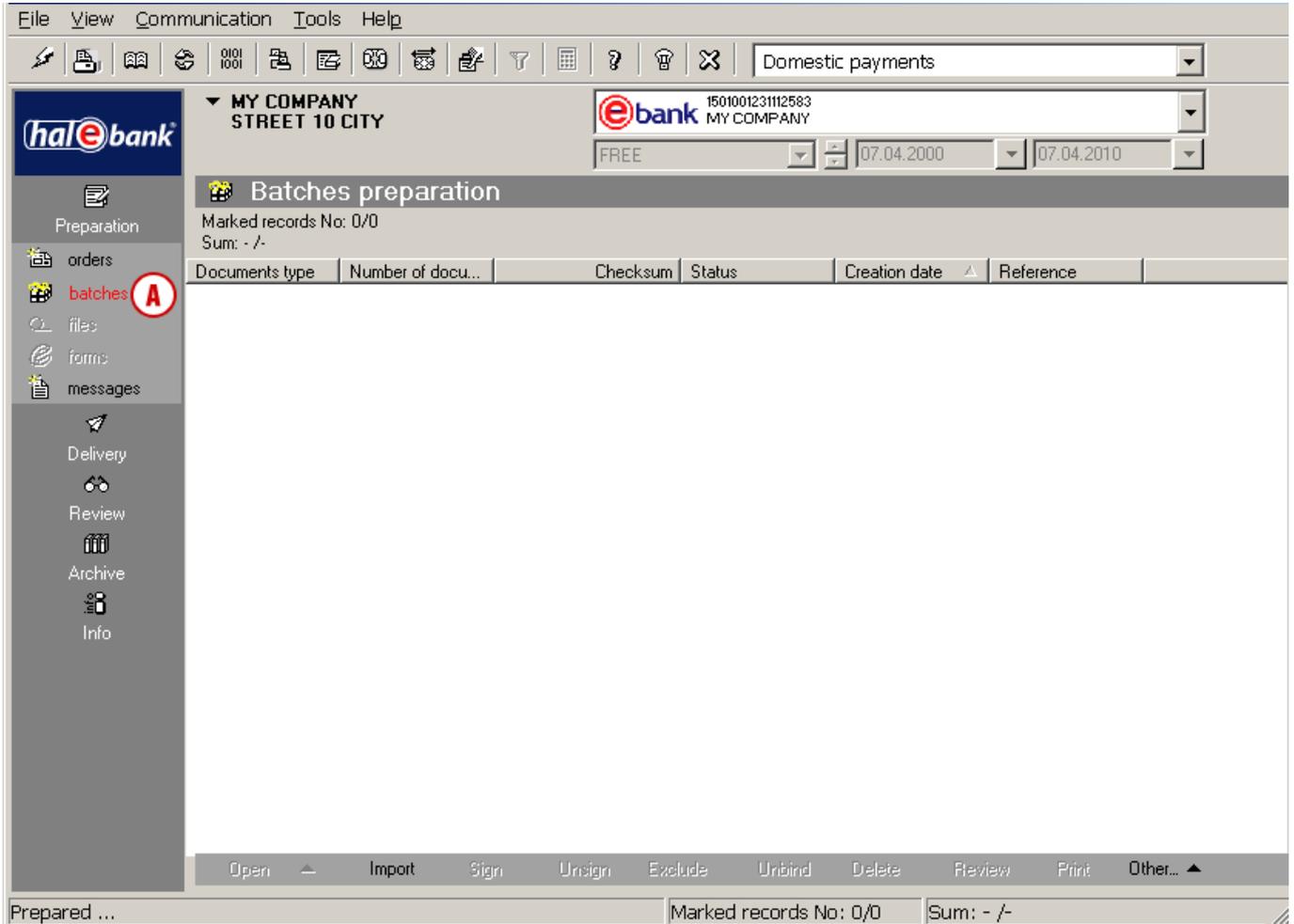
TIP

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.

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

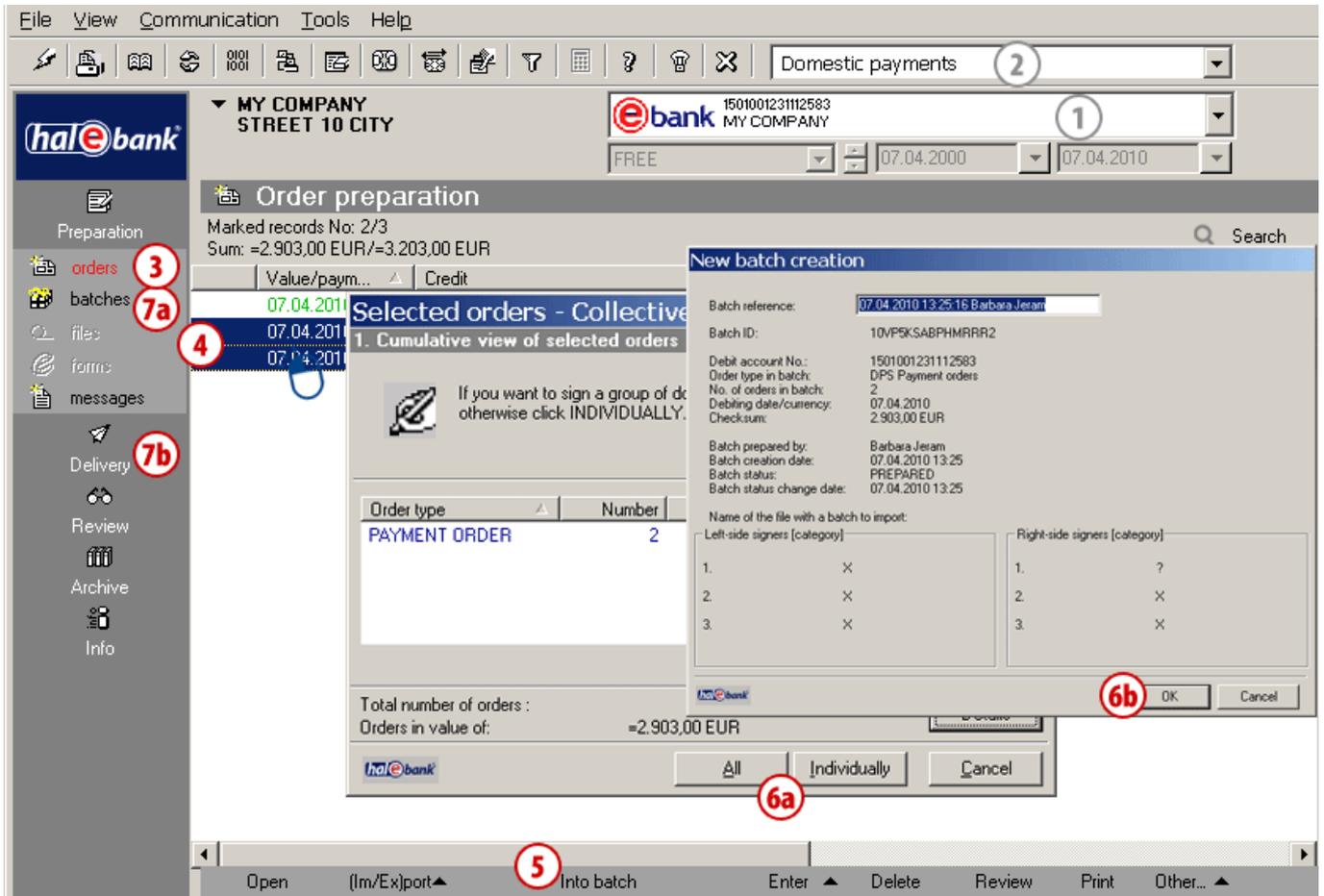
Step 2: Sign Order(s)

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.



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; (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

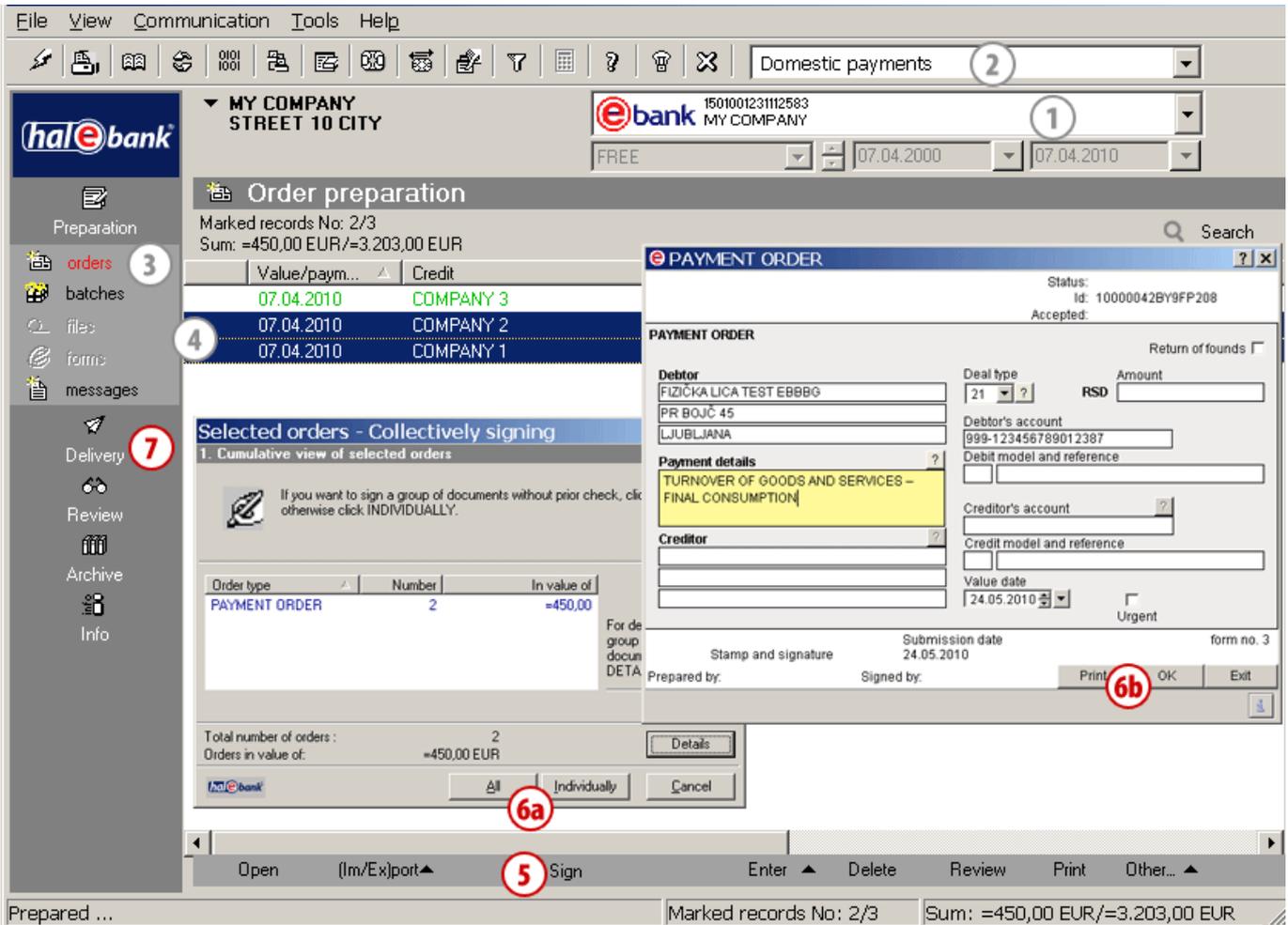
How can you select multiple orders? While pressing CTRL on the keyboard (for individual selection) or SHIFT (for a group), select orders by using the left mouse key. The selected orders are highlighted.

* An authorized 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).
- 4 Select the **Sign**² command.
- 5 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**)
 - b. One order, click **OK**. (**6b**)
- 6 Signed orders can be sent to the bank. They are located in the folder Preparation > Delivery.



TIP

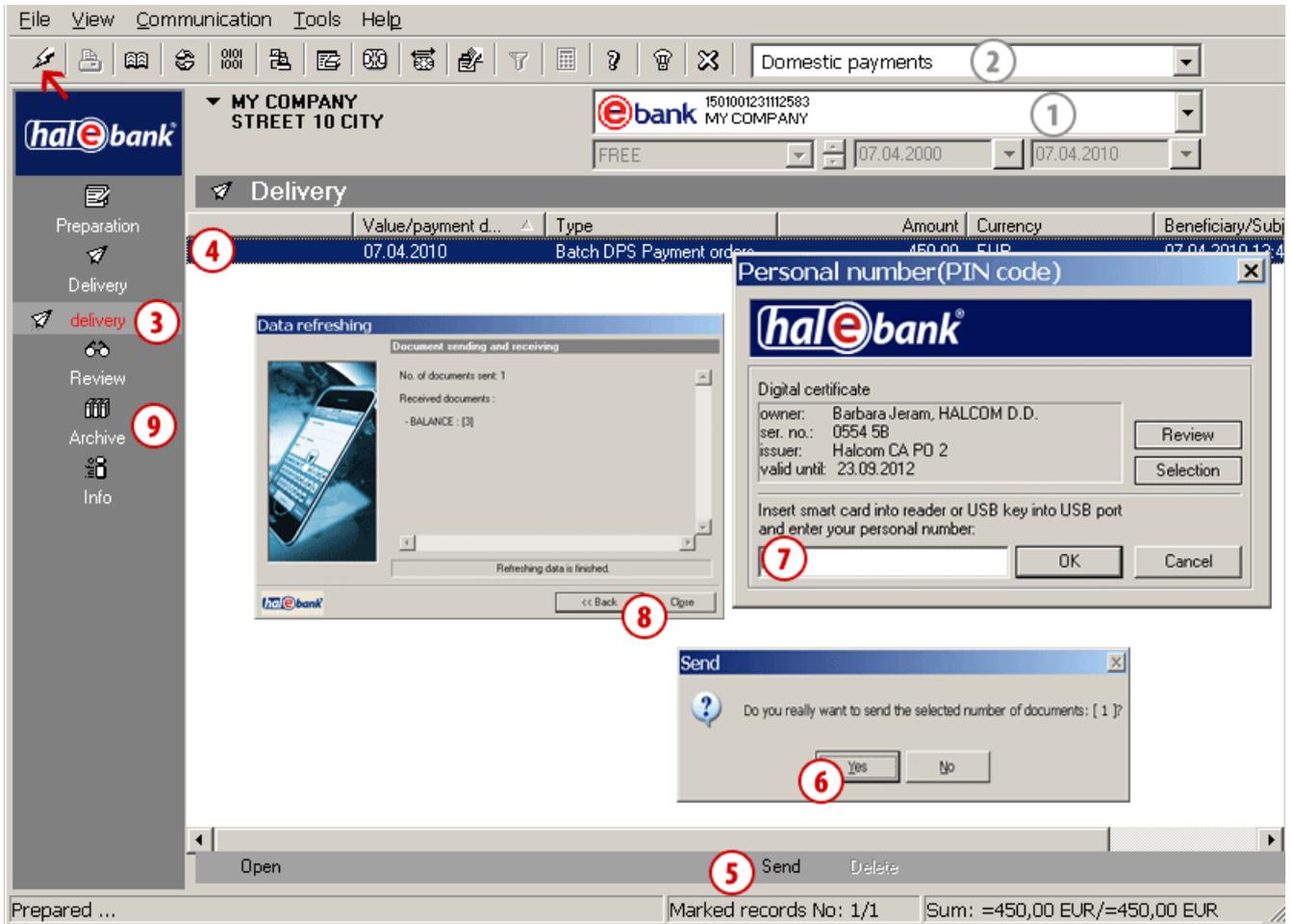
How can you select multiple orders? While pressing **CTRL** on the keyboard (for individual selection) or **SHIFT** (for a group), select orders by using left mouse key. The selected orders are highlighted.

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.
- 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 25](#)).

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 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

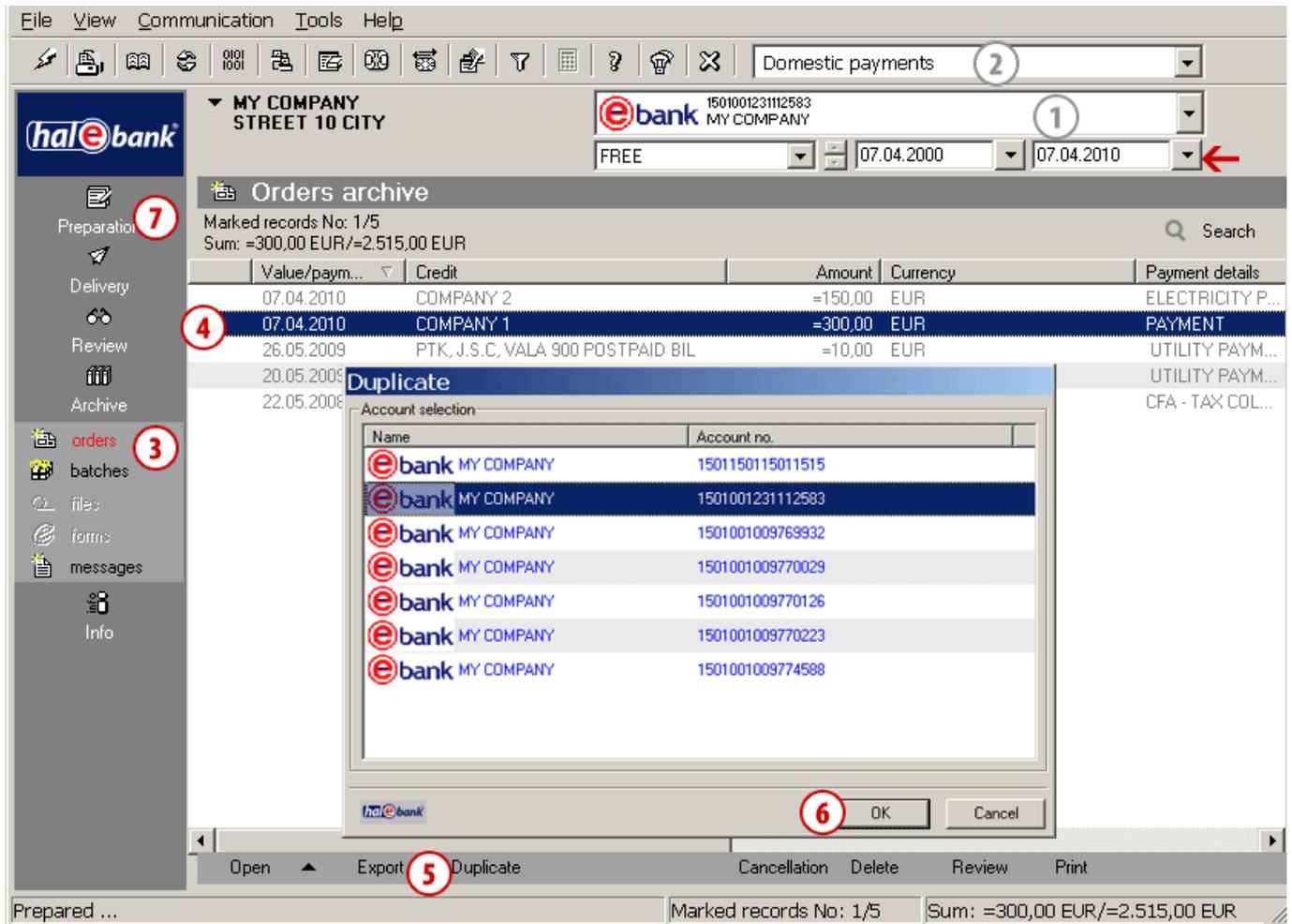
Archive > Orders
Search on list of orders (pay
attention to the selected time
period).

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

²If 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.

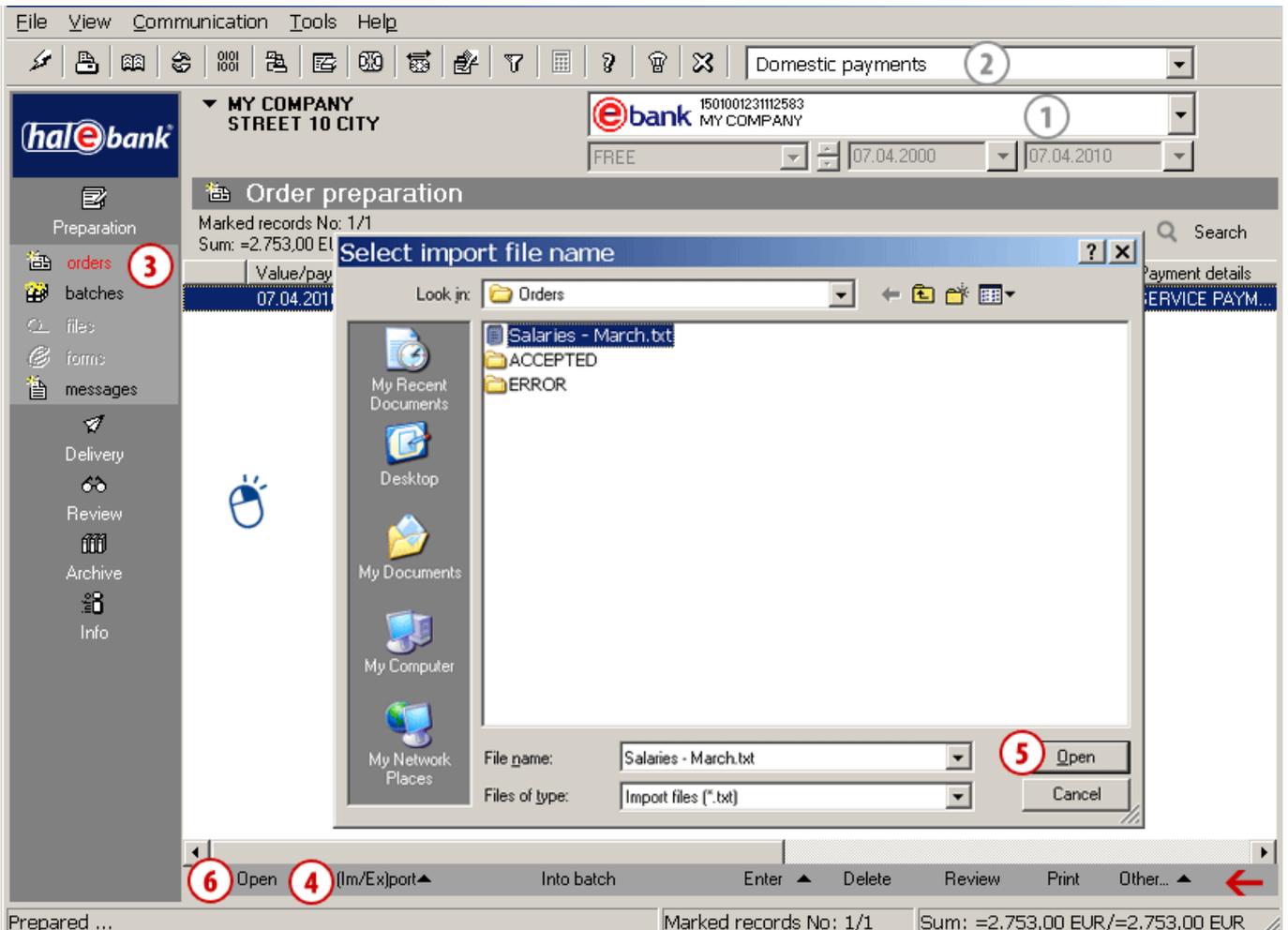


- 1 Select a debit account.
- 2 Select a type of payment transaction.¹
- 3 Enter the folder **Archive** > **Orders**.
(You have to make sure that you have set the adequate time period for displaying data - marked with ← in the Figure.)
- 4 Find and select order(s).
- 5 Select the **Duplicate** command.
- 6 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).



TIP

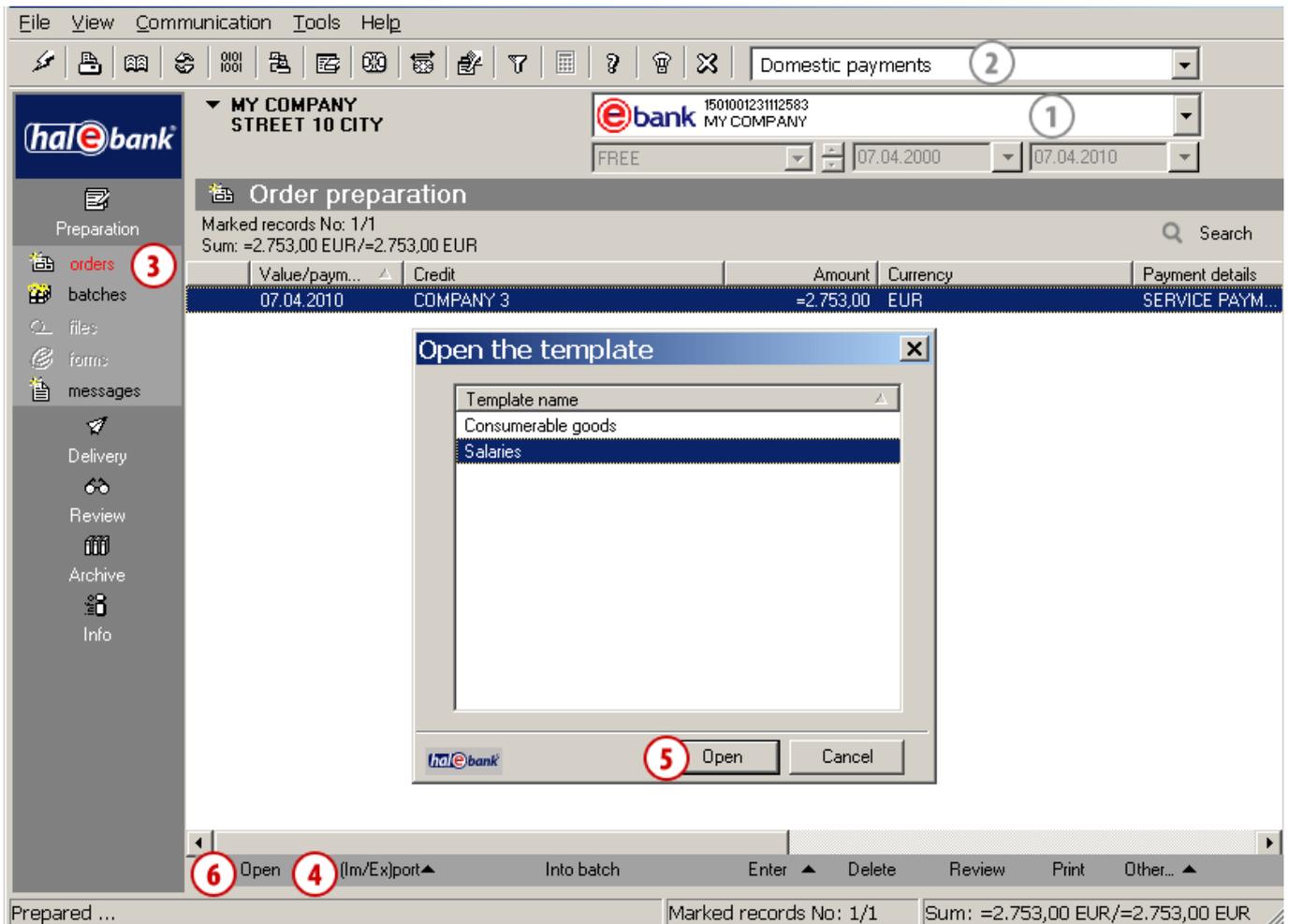
By right-clicking the field containing a list of orders, you can access the menu located in the grey row at the bottom border of the application faster (marked with arrow ← on the Figure).

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

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?

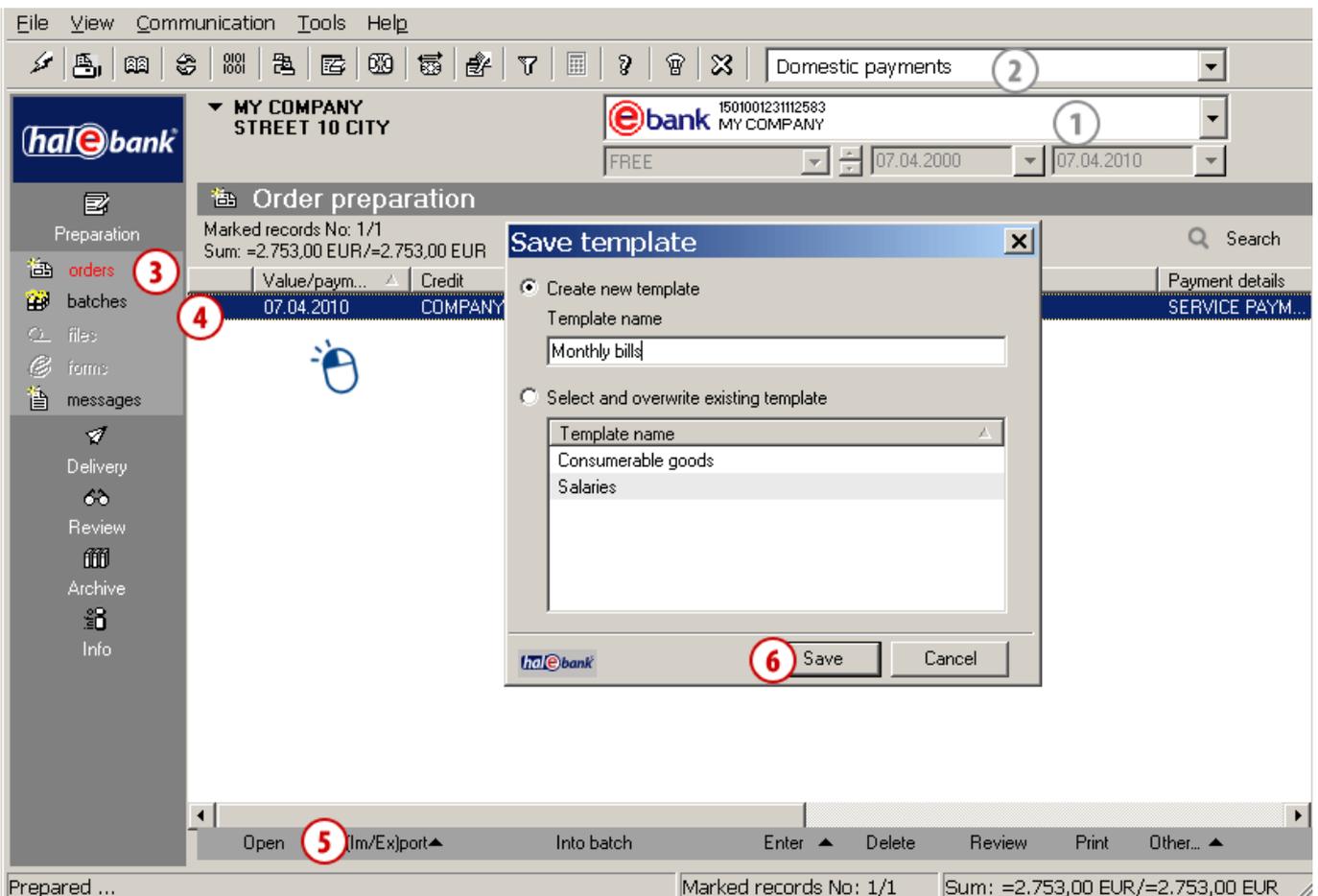


- 1 Select a debit account.
- 2 Select a type of payment transaction.²
- 3 Enter the folder **Preparation > Orders**.
- 4 Select the command **Import/Export > Templates > Open template**.
(If a notification »No template exists!« appears, two procedures for preparing templates from prepared orders and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

¹ Preparation of templates is described on page 17.

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.

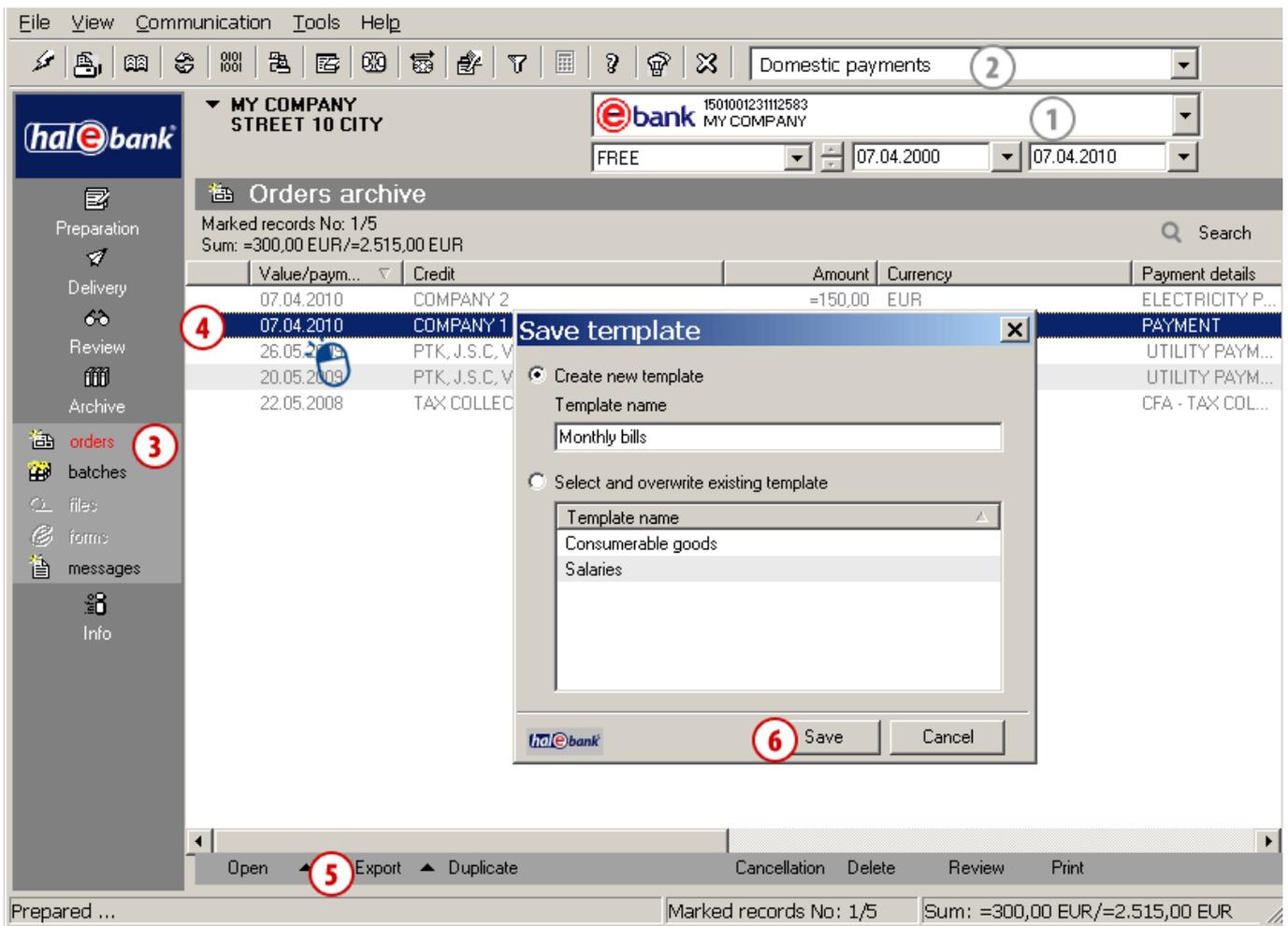


TIP

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?



- 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

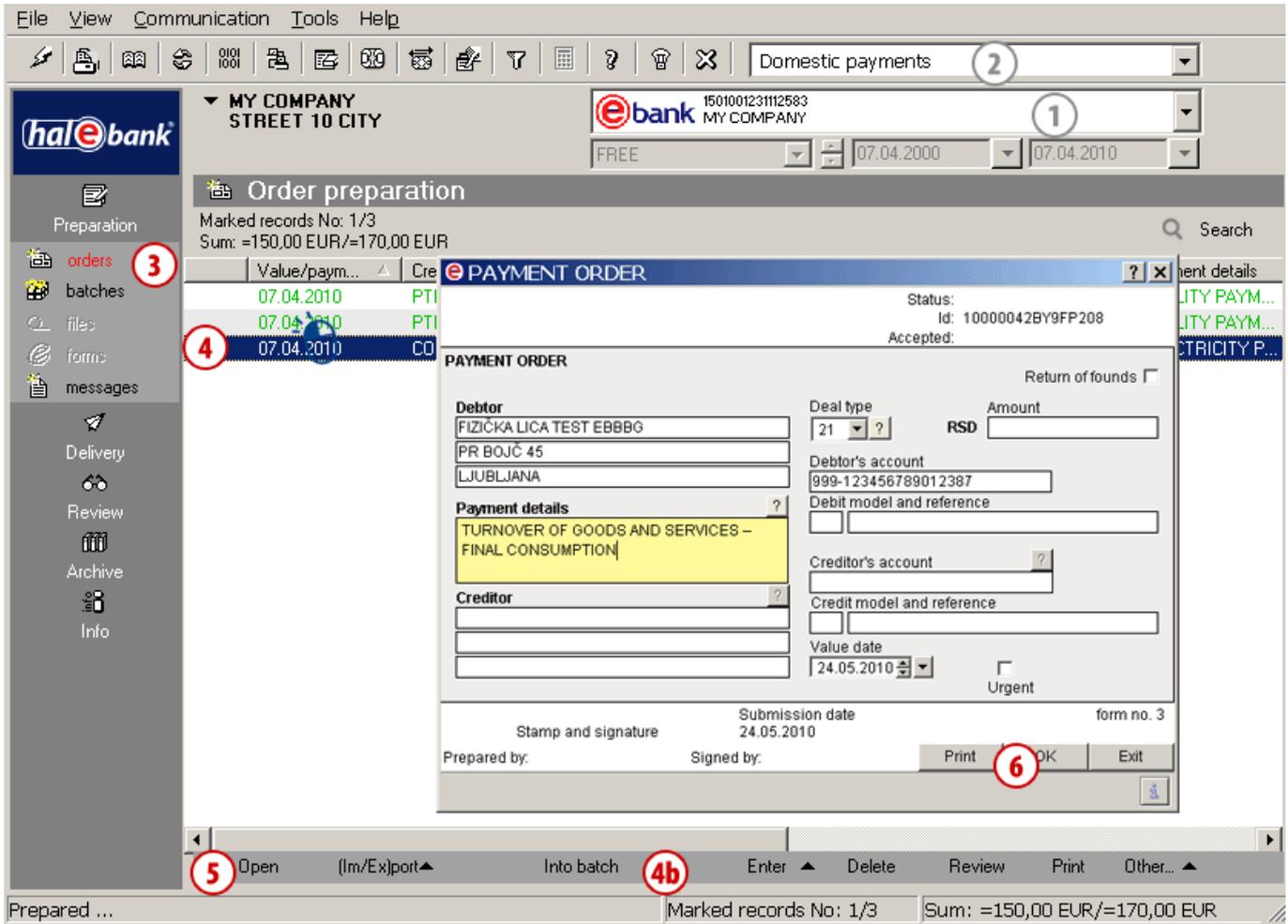
Archive > Orders
Search on list of orders (pay
attention to the selected time
period).

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 (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**.

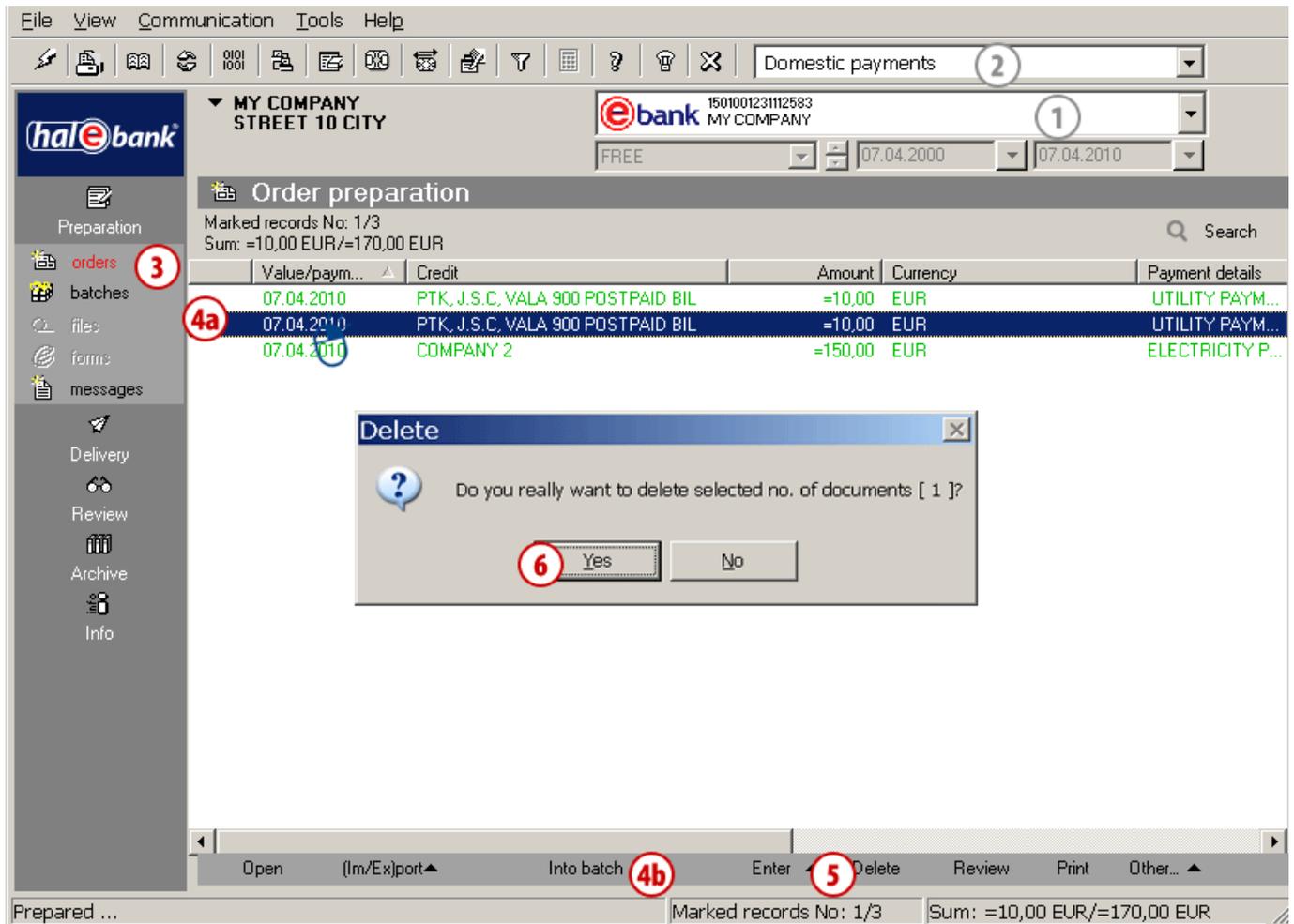


*How can you open an order faster?
Place your mouse on the order and
double-click it.*

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 (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.

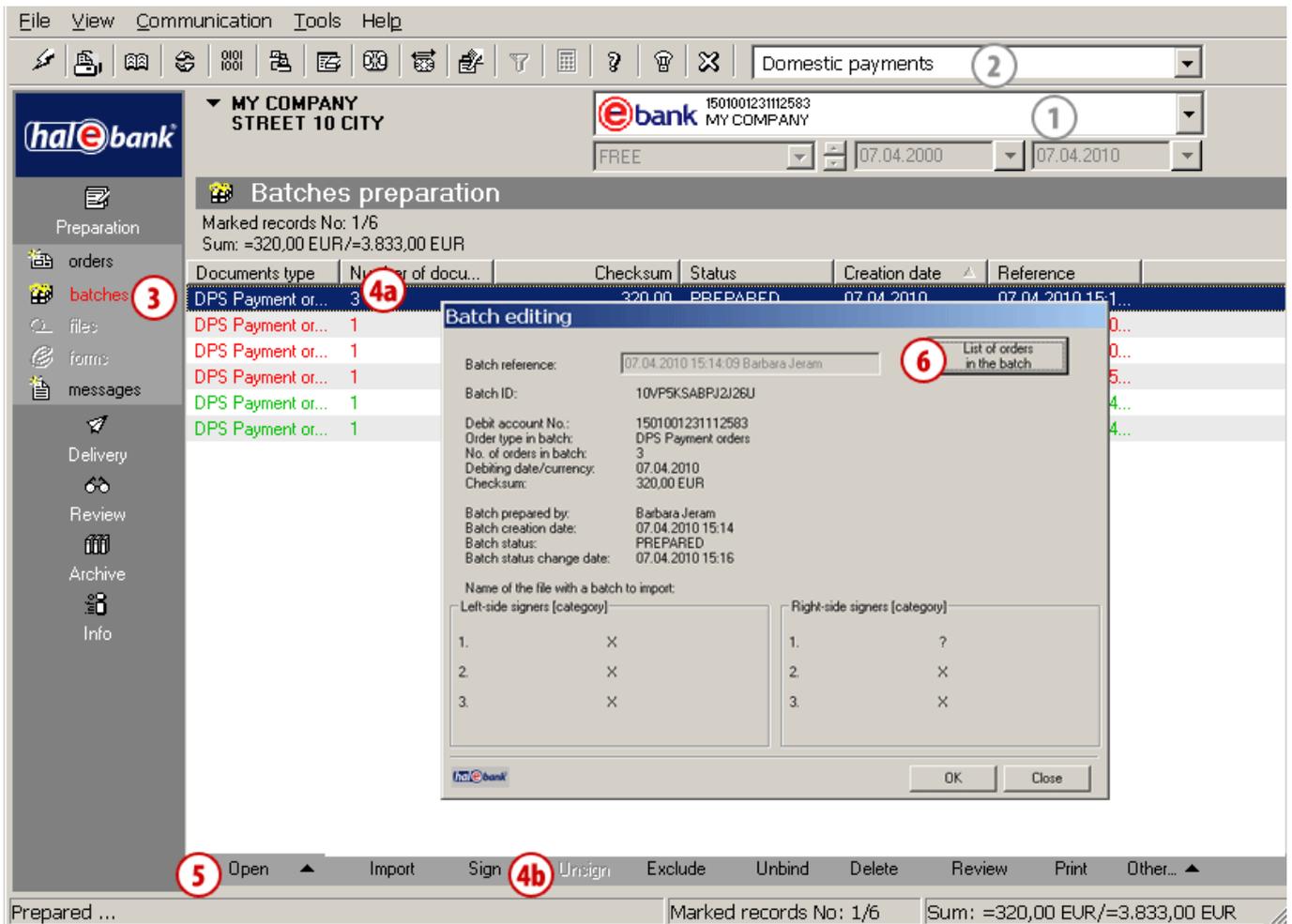
¹ If you would like to make international payments and there are no cross-border payments in the selection, contact your bank administrator.

Working with Payment Orders in Batches

Payment orders in batches can be corrected, excluded 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



- 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.

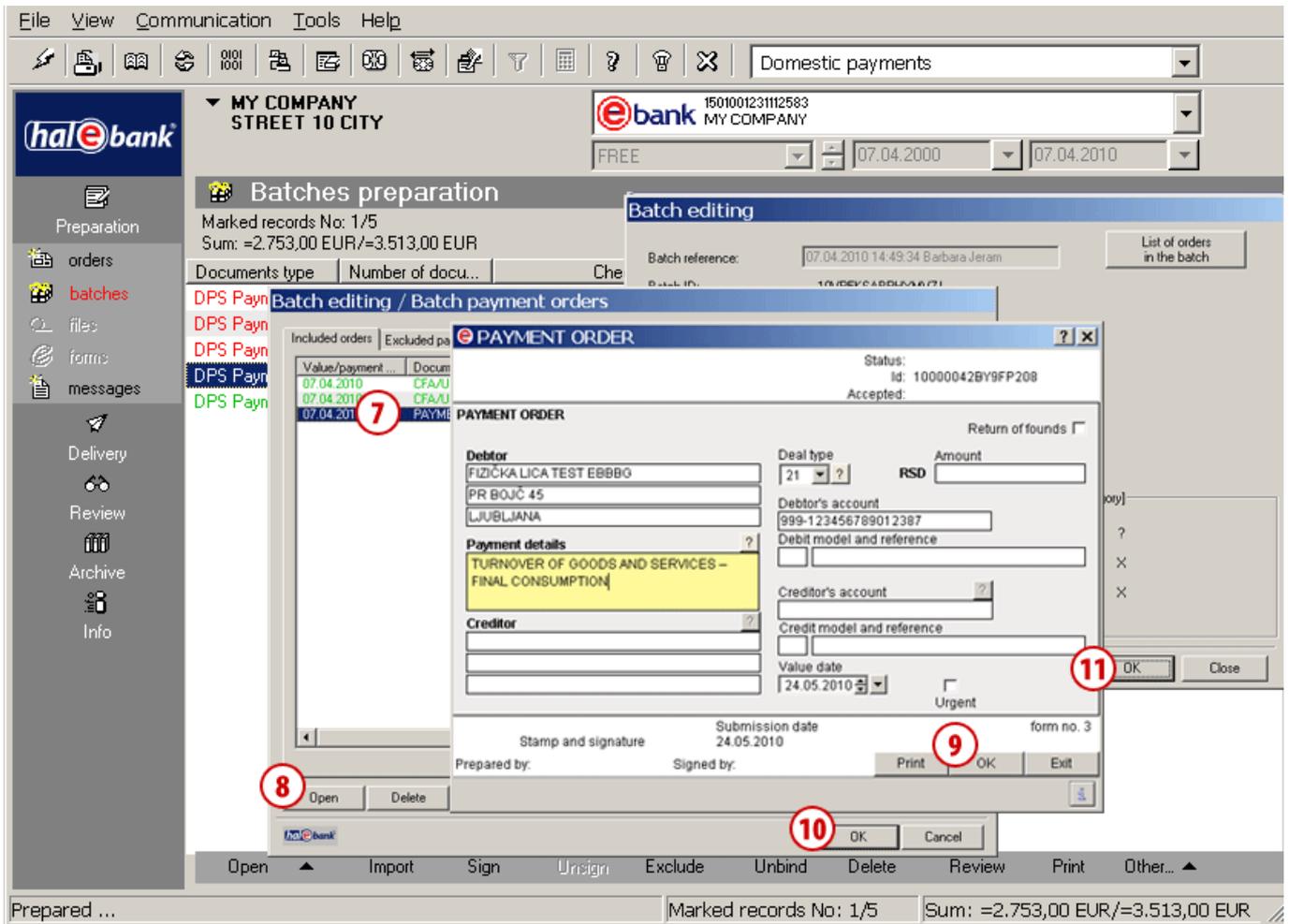
TIP

*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.

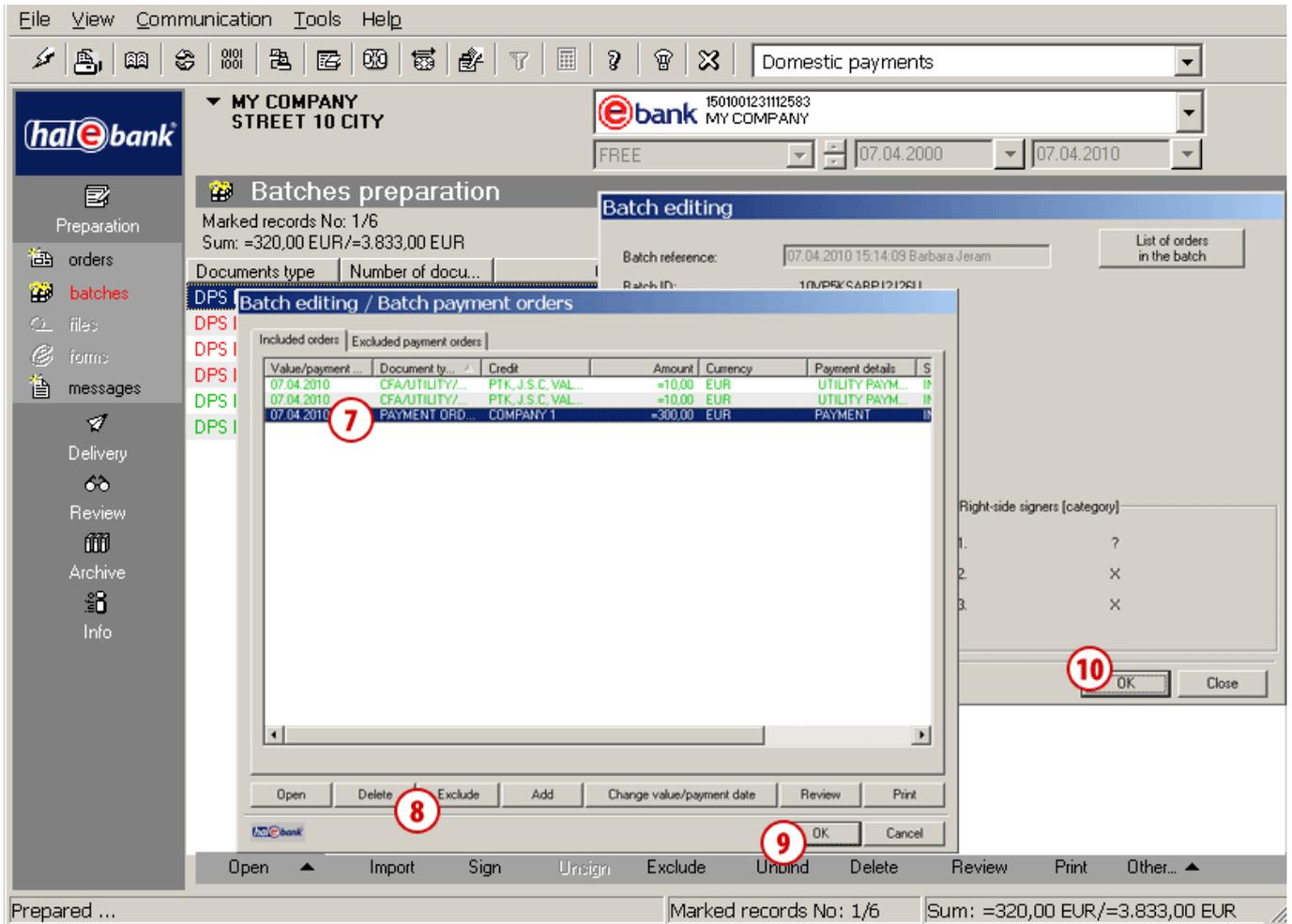


(1-6 Batch opening - see [page 19.](#))

- 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.



(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.

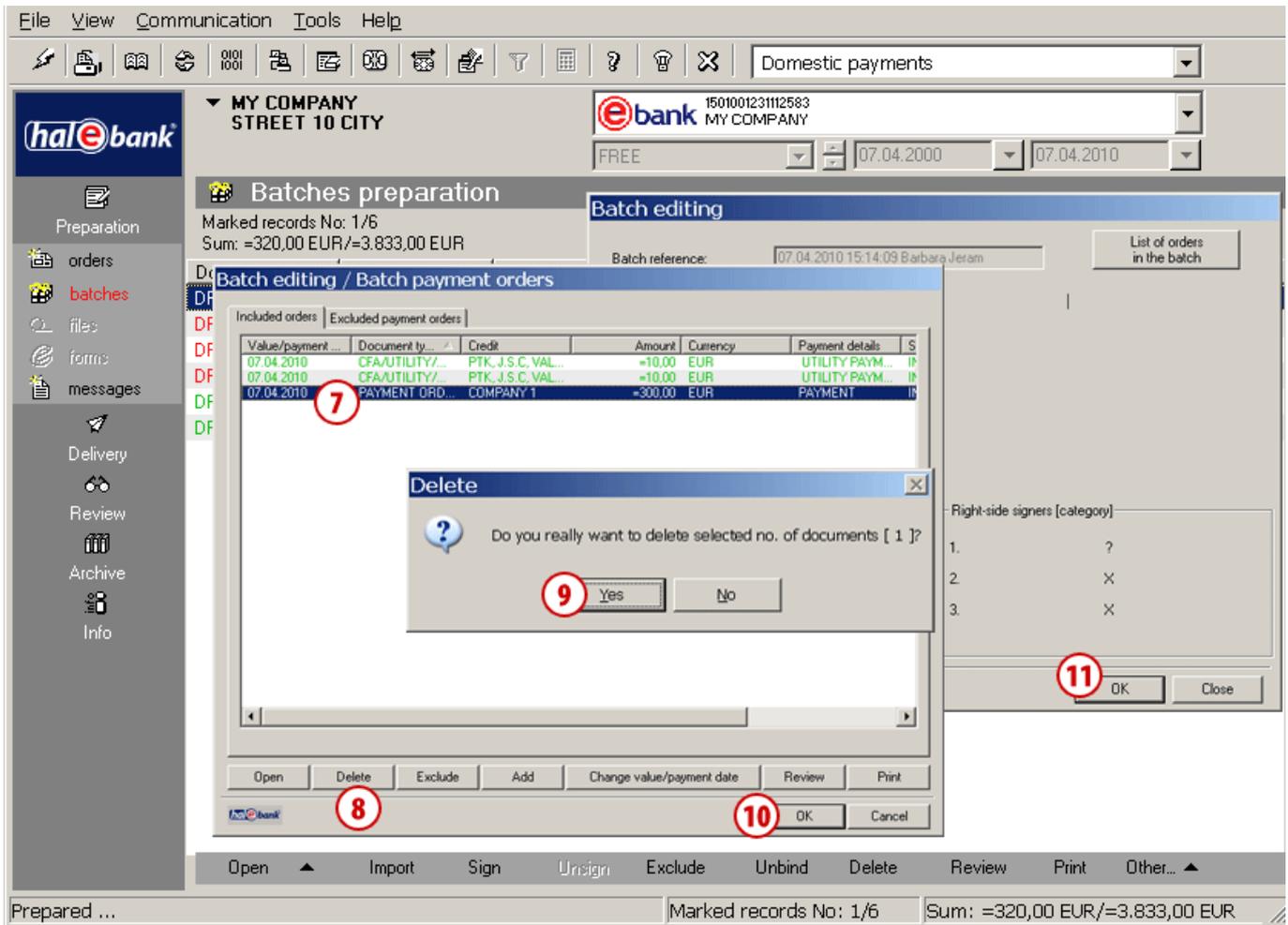
10 In the »Batch editing« window, select the **OK** command.
(Excluded orders are located in the folder Preparation > Orders.)

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.



(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 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.

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.

The screenshot shows the Hal E-Bank interface with the following elements:

- 1**: Account selection dropdown showing '1501001231112583 MY COMPANY'.
- 2**: Transaction type dropdown set to 'Domestic payments'.
- 3**: 'orders' folder selected in the left sidebar.
- 4**: Order row selected in the table: '22.05.2008 TAX COLLECTION' with status 'SENT'.
- 5**: 'Cancellation' button in the bottom toolbar.
- 6**: Input field for the personal number (PIN code) in the dialog box.
- 7**: 'Close' button in the dialog box.
- 8**: Order status changed to 'IN CANCELLATION' (highlighted in red).

Value/paym...	Credit	Amount	Currency	Payment details	Status
07.04.2010	COMPANY 2	=150,00	EUR	ELECTRICITY P...	BOOKED
07.04.2010	COMPANY 1	=300,00	EUR	PAYMENT	CANCELLED
26.05.2009	PTK, J.S.C. VALA 900 POSTPAI...	=10,00	EUR	UTILITY PAYM...	IN CANCELLATION
20.05.2009	PTK, J.S.C. VALA 900 POSTPAI...	=10,00	EUR	UTILITY PAYM...	SENT
22.05.2008	TAX COLLECTION	=2.045,00	EUR	CFA - TAX COL...	SENT

- 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.)

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. In the foreign payment system, orders in Hal E-Bank cannot be deleted.

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 2

hal e bank MY COMPANY STREET 10 CITY

e bank 1501001231112583 MY COMPANY 1

FREE 4 07.04.2000 07.04.2010 1

Orders archive

Marked records No: 1/5
Sum: =2.045,00 EUR/=2.515,00 EUR

Value/paym...	Credit	Amount	Currency	Payment details	Status
07.04.2010	COMPANY 2	=150,00	EUR	ELECTRICITY...	BOOKED
07.04.2010	COMPANY 1	=300,00	EUR	PAYMENT	CANCELLED
26.05.2009	PTK, J.S.C, VALA 900 POSTPAI...	=10,00	EUR	UTILITY PAYM...	IN CANCELLATION
20.05.2009	PTK, J.S.C, VALA 900 POSTPAI...	=10,00	EUR	UTILITY PAYM...	SENT
22.05.2008	TAX COLLECTION	=2.045,00	EUR	CFA - TAX COL...	SENT

Prepared ... Marked records No: 1/5 Sum: =2.045,00 EUR/=2.515,00 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:** 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.

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 .

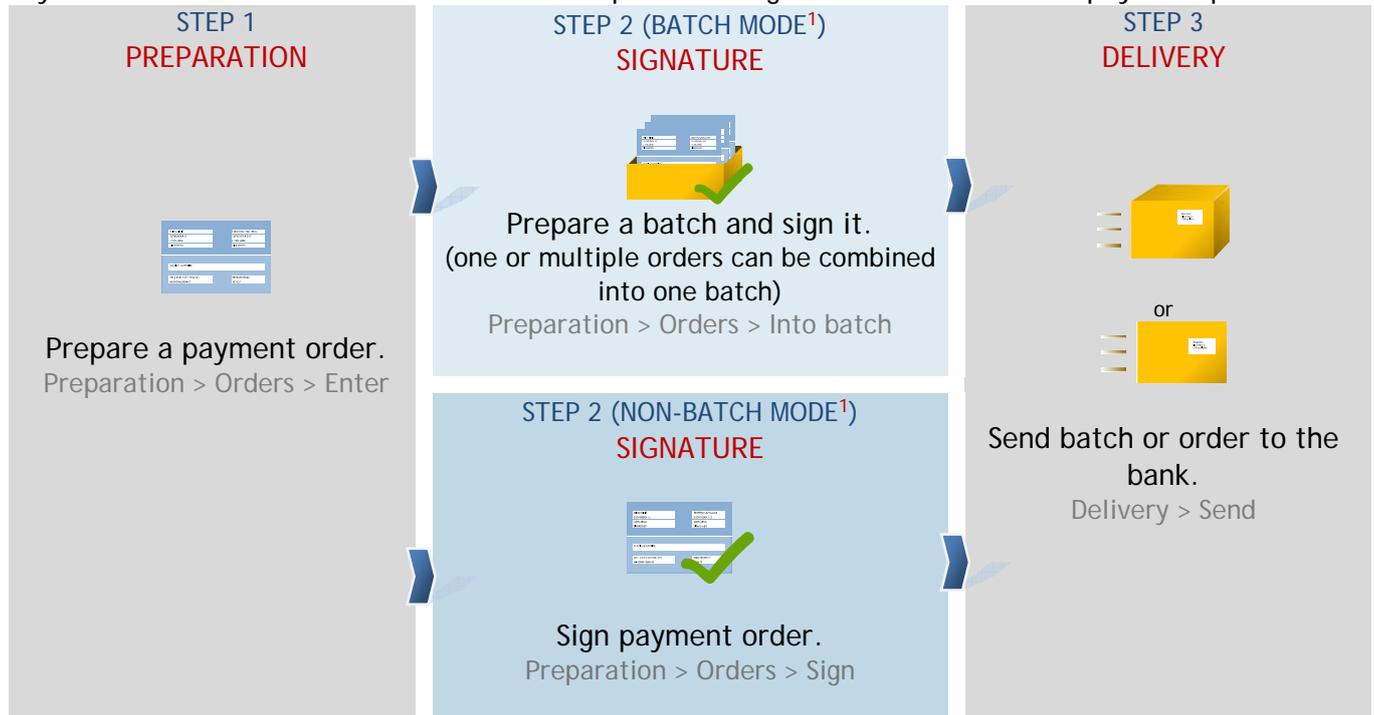
WARNING

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. In the foreign payment system, orders in Hal E-Bank cannot be cancelled.

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).