

HAL E-BANK MANUAL

BANK NOTICES AND MESSAGES TO BANK



Hal E-Bank version: 20.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.

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2. CROSS-BORDER PAYMENTS AND OPERATIONS WITH FOREIGN CURRENCIES
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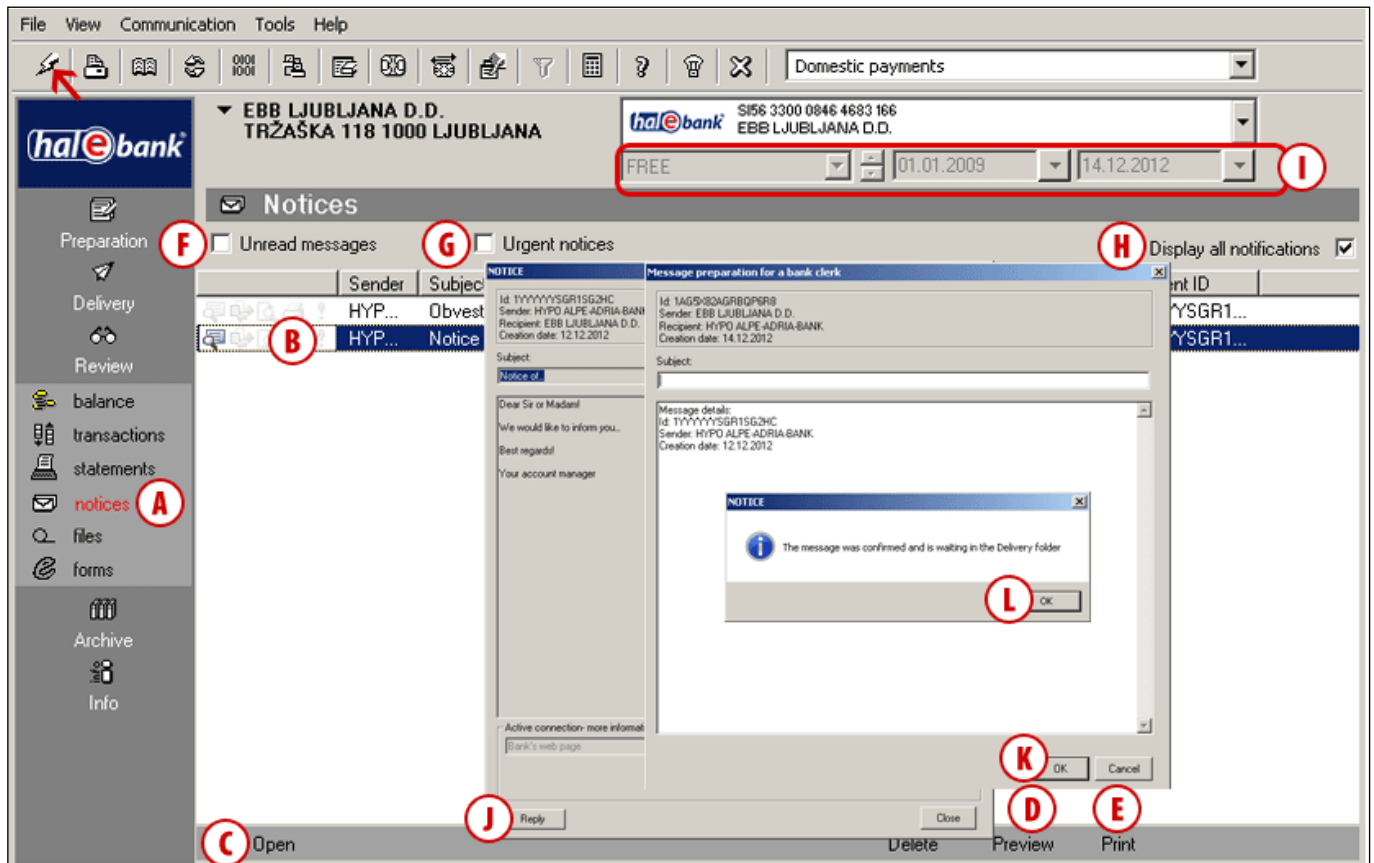
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Notices and Messages

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)**.

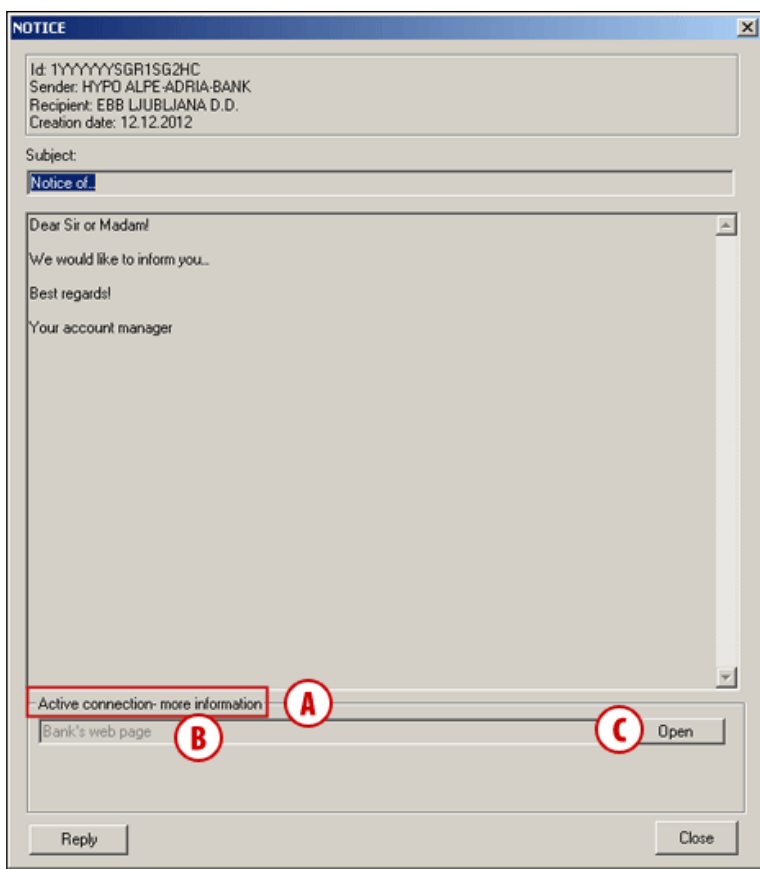


- All urgent notices are marked with an exclamation mark (B).
- You can open notices by double clicking with mouse, by pressing **Ctrl + O** or by using the **Open** command (C). Reviewed notices are marked with the icon (B).
- By using the **Review** command (D), notices are displayed in the format 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).
- You can reply to a bank notice by double clicking the notice and clicking the **Reply** (J) button. A new window containing data from the original notice in the header opens. Write your reply and click the **OK** (K) button. The notice is displayed. Close the notice (L). The message is saved in the **Delivery** folder. If you want to send the message to the bank select the message in the **Delivery** folder and click the **Send** button (Alt + S).

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).

The bank notice can now also display information on »Active links - more information" (A). This allows you easy access to the specified website. This information is only displayed following a decision by your bank to forward the information to you. Select an active link (B) and click the **Open** button (C). The selected website opens.



Messages

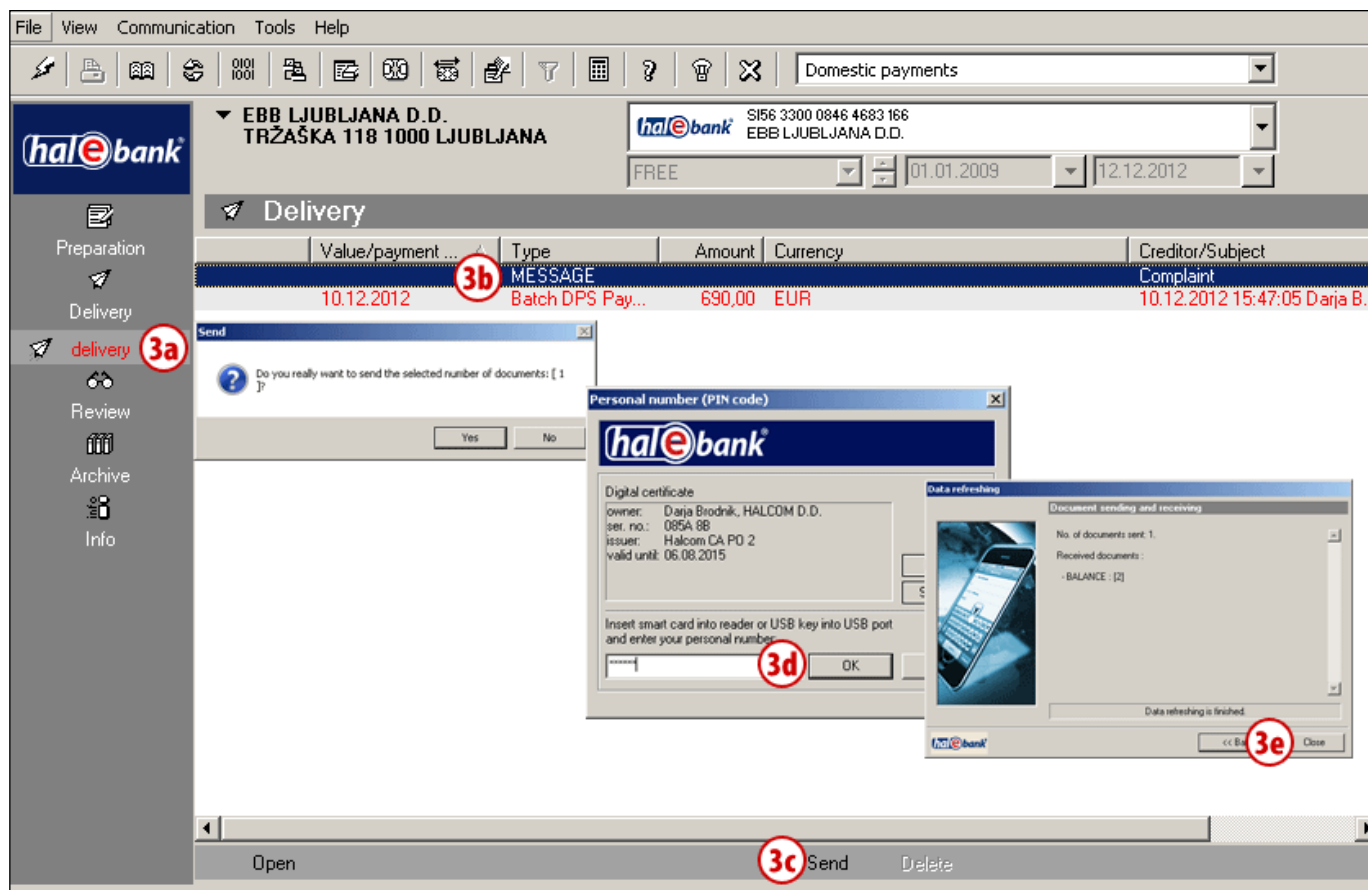
Through the e-bank, the user can send a message to its bank clerk. A bank defines types of messages, which will be available for communication with a bank. If a bank doesn't support a message format, the latter will not be included into the set of possible messages.

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)**.

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BANK NOTICES AND MESSAGES TO BANK



- 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 or by using the command **Alt + S**. Enter your personal identification number (PIN) and confirm entry (3d). Wait until the connection with the bank's server has been completed and then click **Close** (3e).