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Introduction and General Questions

Intesa Sanpaolo Bank Albania provides you the Internet Banking service, which allows you to effect transactions in real time, completely over the Internet, without needing to install any software on your computer. Internet Banking is available to both individual and corporate customers. This service gives you the ability to access your account(s) and banking information directly from your home or office computer, 24 hours a day, 7 days a week, thus, giving value to your time.

Through Internet Banking customers can:
- check account(s) balance
- transfer funds (locally and abroad)
- make payments (e.g. phone bill, taxes, etc)
- review transaction details
- review information about loans, deposits, checks issued, exchange rates
- open an electronic deposit, e-deposit

Customers may access the Internet Banking only after having applied for the service and after the Bank has provided them with a Username, Password and Security Key.

The purpose of this document is to serve you as a guide on using the basic services in IB. For further information, please either visit your branch or contact us in the following numbers:

CALL CENTER          08006000 (Free)        +355 4 22 76 000        + 355 (0) 692080903

1. User Profiles

A User Profile consists in a number of “rights” that tell Internet Banking what functions the particular User is authorized to undertake, after logging in to Internet Banking.

There are three User Profiles in Internet Banking.

- Administrator User – Bank
- Company user (valid only for companies)
- Individual user (valid only for individuals)

Role of the Administrator User?

The bank in the role of the Administrator, creates and maintains non-individual customer’s users of a company/organization/institution that uses the Internet Banking as well as the individual users of individual customers.

Role of the Company and/or Individual User?

- The Company User is created by the Administrator User- Bank, according to the profile defined by the legal representative or authorized person in case of non-individual customer, in order to perform different functions in Internet Banking.
- The Individual User is created by the Administrator User- Bank, according to the profile defined by the account holder/s in case of individual customers.

Rights of Company Users and Individual Users in Internet Banking?

The rights to operate in the different functions that Internet Banking Offers, are defined by the Administrator User-Bank, based on the instructions of the legal company representative or the authorized person in case of non-individual customers, or by the account holder/s in case of individual customers.
2. To log in to Internet Banking:

- To access our Internet Banking service go to Intesa Sanpaolo Bank’s website and click login under the Internet Banking section or enter the URL https://internetbanking.intesasanpaolobank.al/ in the address bar. The system displays the main page.
- Click on the English, Italian or the Albanian button on the same main Login page to access the Internet banking in the chosen language.

Note: the default theme for the application is set to Contemporary. In case you want to switch to the classic view, select Classic from the drop down menu.

- Then, enter your USER ID, PASSWORD, then press the button of the Security Key and enter the six digits displayed in the field Security Key. Be aware that the PASSWORD is case-sensitive. Press the ‘Login’ button to proceed.

Note: By default, the security keyboard option is checked. The Virtual Keyboard button enables the user to access the interface through a virtual keyboard appearing on the screen by either clicking or hovering on the keys. Alternatively, the user can clear the security keyboard option and can use the keyboard.
During first time login, you will be required to Read and Accept the Terms and conditions as well as to change the password, by following specifications on the page.

Virtual Keyboard Functions
- Click on the Upper button to arrange the keyboard using Upper case characters. The Caption of the button will change to Lower. Click on it to arrange the keyboard using Lower case characters
- Click on the Delete button to delete previously entered characters
- Click on Clear All to clear the password field.
- Click on the Not Mixed to arrange the keyboard as per standard key board layout. Caption of the button changes to Mixed. Click on the Mixed to change the keyboard layout after every character click.

Click to find more about online security.
Click to access the user forms
Click to view and download the manual

(Optional) Select the Standard Keyboard tab to use your computer keyboard.

Use Virtual Keyboard: (Optional) Select the Use Virtual Keyboard tab to use the virtual keyboard.

Click here to enter by hovering: (Optional) Select the Click here to enter by hovering check box to enter the password by moving the mouse over the keyboard without clicking the keys

Click the ‘Login’ button to log in to the application.
Once the page opens you will land in the Homepage of Internet Banking whereby a set of widgets (small menu boxes) is available for retail and business users.

3. Homepage

Homepage (Dashboard) for individual users

Homepage (Dashboard) for non-individual users
In the footer section of the Internet Banking you will find useful information such as contact numbers, links to related documents etc.

The main menus is located on the left side of the screen.

4. To log out of Internet Banking

Click the Logout Icon located in the right upper corner of the screen.

5. Using Action Buttons on the top right corner of the screen

On whichever screen you are working on, you are able to print the data appearing on that screen.

- Select the Print button as indicated below to print the screen.
- To minimize the window select the Minimize button.
- To reduce the size of the window select the Restore down button.
- To close the window, select the Close Button.
- To set the open screen to favourites, select the Favourites button.
Menu – Accounts, Deposits, Loans

In this menu you can view all information related to accounts, deposits and loans. In case you don’t have for example a deposit, then no information will appear in the respective screen.

Accounts, Deposits, Loans – Overall View

6. Overall view - Account Summary

This option allows you to view a summarized view of all your accounts and gives various details such as the account number, the description of the account, the base currency of the account, the current balance and the other currency equivalent of the current balance.

- For viewing the Equivalent Balance in any of the currencies available select the currency from the drop down list in the section ‘View equivalent balance in currency; and Click on the Go button. The system will display all your current balances based on the selected currency and display the same under the <<Currency>> Equivalent column.

- Click the left side menu icon \( \text{next to each account in order to navigate directly to the Account details, Account activity, Account Staement and Ad-hoc account statement and account activity in case of current and savings accounts, or to Deposit details, Term Deposit activity, Amend Term Deposit and Ad-hoc Account Statement for Term Deposits} \)

- Click on the edit icon \( \text{next to the account number to assign a nickname to an account or to edit it.} \)

- Click on the Set Favorite accounts link to set the Favorite accounts to select from the ‘Choice of Accounts’ Section in Account Summary.
7. Overall view - Consolidated Position

This option provides you to view the consolidated position of the Assets and Liabilities with the Bank. Current, savings, deposit, loan accounts are few assets and liabilities held with the Bank.

- You can use the respective icons to either print or download the information in PDF or excel.
- By clicking on each of the Asset or Liabilities type hyperlinks, you will be redirected to the respective screen.
8. Overall view - Account Overview

In this section you can view your assets and liabilities based on the currency you currently hold them.

9. Details - Account Details

This option provides the user to view important details of a selected Current or Savings account.

- Select the account number from the drop-down list for which the details are to be displayed.
- Click the Submit button. The system displays the Account Details screen with the account details.
- Click the Account Activity button to view the account activity details (transaction history). The system displays the Account Activity for current period screen.
10. Details - Account Activity

This option allows you to view and download the account activity for any CASA account under the customer IDs mapped. You can get the transaction details based on different transaction dates, by specifying the amount range and sorting on the transaction date, value date and the amount.

- Select the account and complete the search options and press the Submit button
- The system displays the Account Activity screen with the transaction details.
Select the required download format from the list of available formats, and click the Download button to download the file. The system displays the File Download dialog box. Below is given the example for downloading account activity in .xml format:

- In “Select Download Format” select “XML Format” from the pick list.

- Click on “Download” button and the following screen will be displayed
If you select "Open with" option the XML format will be opened as follow

You can also save your Account Activity in XML format by selecting the "Save File" radio button in the following screen

The XML format will be saved at the location specified by you
11. Details - Account Statement

This option allows you to view the account statements of any account under the customer IDs mapped to you. You can view the list of statements of individual accounts by clicking the account number link. You can also view the details of the individual statement numbers by clicking the statement number link.

**Important note:** In order to be able to use this functionality you must initially request and Ad-hoc Statement for the required account.

- Click the required link in the Account Number column to view the corresponding account statements. The system displays the Account Statement screen.

- Click the required link in the Statement Number column to view the individual account statement details. The system displays the Account Statement screen. OR Click the Back button. The system displays the previous screen.
Click the PDF Format button to download the statement in the PDF format (OR Click the HTML format button to download the statement in the HTML format OR Click the Back button. The system will redirect you to list of Account Statement screen).

**Accounts, Deposits, Loans – Term Deposits**

The term deposits module includes transactions which enable you to view term deposit account details, view term deposit account activity, open new term deposits and amend term deposits.

**12. Term Deposit - Deposit Details**

This option allows you to view the term deposit account details of the particular customer. It displays basic details of the deposit account like maturity date, maturity amount

- Navigate to Accounts, Deposits, Loans > Term Deposits > Deposit Details
- Click the Quick Menu Icon and a drop down list as encircled below will appear.
- Click on the **Deposit Details** link to display the **Term Deposit Details** screen; click on Deposit Activity link to display the deposit activity; Click on the Amend Deposit Link to amend a deposit; or click on Adhoc Account Statement for Term Deposit link to request a statement to be generated for this deposit account.
- Click the **Back** Button on the Term Deposit details screen to return to the previous screen. OR Click the **Term Deposit Activity** button. The system displays the Term Deposit Activity screen.

13. **Term Deposit - Deposit Activity**

This option allows you to view and download the account activity for any TD account under the customer IDs mapped to the user. The user can get the TD activity details for a given period, i.e., current period, previous period, or specified period.

- Navigate to Accounts, Deposits, Loans > Term Deposits > Deposit activity
- Enter/Select date for the search and click the **Submit** button. The system displays details in the **Deposit Activity** screen
- Click the **Download** button. The system displays **File Download** screen. Click the **Open** button to open and view the file. OR Click the **Save** button to save the file. OR Click the **Cancel** button to close this screen.

Quick menu icon
14. Term Deposit - Open Term Deposit (for individuals only)

This option allows you to open a new term e-deposit account with the Bank:

- Navigate to Accounts, Deposits, Loans > Term Deposits > Open Deposit. The system displays Open Term Deposit screen.
- Complete the required details:

  - Click the **Save as Draft** button to create a draft version of the transaction. You can use the draft version later to initiate the payment. Note: You can enter details in parts and save. Submission of the entered details can be done on any preferred date.
  - OR
  - Click the **Save as Template** button to create a payment template of the transaction. You can use the template later to initiate the payment. Template access type is mandatory while saving the
template. Public templates are available to other users of the customer whereas Private templates are available to user who creates it.

OR

− Click the Submit button. The system displays the Open Term Deposit –Verify screen.

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15. Term Deposit - Amend Term Deposit (for individuals only)

This option allows you to modify the maturity instructions of the selected TD.

- Navigate to Accounts > Deposits > Amend Deposit. The system displays Amend Term Deposit screen.

- Click the deposit account number hyperlink to view the details of the term deposit under that account number. The system displays the Amend Term Deposit - Initiate screen.

Note: You can only amend the payout details. Steps to be followed are the same as those detailed in Open Term Deposit section Payout Details.

- Click the Proceed button. The system displays Amend Deposit - Verify screen.

- Click Confirm button. The system displays Amend Term Deposit - Confirm screen with the status message.
Click the Amend Another button to amend another term deposit account in case you have more than one.

**Accounts, Deposits, Loans – Loan Details**

16. Loans – Loans Details

To view Loans Details navigate to Accounts, Deposits, Loans > Loans Details

17. Line Limit Details

To view line limit details navigate to Accounts, Deposits, Loans > Line Limit Details

Select the customer ID from the drop down list and click View Details. The Limits Query screen is displayed.

18. Ad Hoc Account Statement
This option allows you to request for an ad-hoc account statement for any of your Current and Saving Accounts. In order to be able to view the Account statement in bank format, you must initially request an Ad-hoc Account Statement for the required account.

− To request an Ad-hoc Account statement Navigate through the menus Accounts, Deposits, Loans > Ad Hoc Account Statement Request. The system displays the Ad Hoc Statement Request screen

− Press the Submit button
− In the screen appearing, Select from the drop down list the account for which the statement is requested. Select the ‘from’ and ‘to’ date and press the Submit button.

− Verify the information in the Verify screen and press the Confirm button.

− Wait until the system processes your request. This may take some time.
− Once the request is processed on screen will be displayed a confirmation message advising that the statement is processed successfully. In this case you can navigate to Accounts, deposits, loans – Details – Account statement to see the statement generated for the selected account.

Note: if the Ad-hoc account statement is generated after working hours, it will display the status as ‘Under process’ and will be generated on the next business day.
19. Within Bank - Own Account Transfer

Using the Own Account Transfer option, you can initiate funds transfer between any of your accounts, i.e. the accounts that are under the customer IDs mapped to you. Such transfer can be done either by making a new payment transaction or by using the existing beneficiary details (i.e. templates) to make the payment. The payment can be processed immediately, or on a specific future date, or you can set recurring instructions with the bank.

- Navigate through the menus to Payments > Within Bank > Own Account Transfer. The system displays the Own Account Transfer screen.
- Complete required information:
  - Existing Template [Mandatory] - Select Existing Template radio button to select the existing Payment template for funds transfer.
  - Make New Payment [Optional] - Select Make New Payment option button to make a new funds transfer entry. The transfer can be done either by using Existing Payment Template or Make New Payment.
  - User Reference [Optional] - Type the user reference number that you want to use to identify this transaction.
  - Source Account [Mandatory] - Select the source account number from the drop-down list. Click the button. The system will automatically fetch and display the available balance for the selected source account.
  - Destination Account [Mandatory] - Select the destination account number from the drop-down list. Click the button. The system will automatically fetch and display the available balance for the selected destination account.
  - Transfer Amount [Mandatory]
  - Type the amount to be transferred.
  - Pay now [Optional] - Select the Pay now radio button to process the funds transfer immediately. The transfer can be done in any of the three modes: Pay now, Pay later or Setup Standing Instruction.
  - Pay later [Optional] - Select the Pay later radio button to make the funds transfer on a future date.
  - Setup Standing Instruction [Optional] - Select Setup Standing Instruction to set standing instructions for funds transfer for a period. The system auto transfers the fund on the specified date and frequency.
  - SI Execution Frequency [Conditional] - Select the standing instruction execution frequency for the funds transfer from the drop-down list. The options are: Daily · Weekly · Fortnightly Monthly · Bi-Monthly · Quarterly · Half-Yearly · Yearly
  - This field is displayed if you select the Setup Standing Instruction option.
- **First Execution Date** [Conditional] - Select the execution date for the first standing instruction from the Calendar pick list. This field is displayed if you select the **Setup Standing Instruction** option.
- **Expiry Date** [Conditional] - Select the standing instruction Expiry date from the Calendar pick list. This field is displayed if you select the **Setup Standing Instruction** option.
- **Narrative** [Optional] - Type the narrative.
- **Template Access Type** [Optional] - Select template access type from the drop-down list. (For Retail Users, template access type will be private).

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**By pressing this button, you can save the payment details as a template to use it anytime. Please note that pressing this button only saves the payment it does not initiate it.**

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- **Click the Proceed button.** The system displays the **Own Account Transfer - Verify** screen.

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**By pressing this button, you can save a draft of the payment to initiate it at a later stage.**

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**By pressing this button, you can save the payment details as a template to use later as well as initiate the payment.**

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- **Click the Confirm button.**
If transaction password is required the following screen will appear:

Enter the security Key number and press Proceed.

The system displays the Own Account Transfer - Confirm screen with the status message.

Click the New payment button in case you want to initiate another own account transfer.

**20. Within Bank - Internal Account Transfer**

Using the Internal Transfer option, you can transfer funds within the bank. You can also create and save payment templates to be used later for funds transfer. Such transfer can be done either by making a new payment transaction or using the existing beneficiary details (i.e. templates) to make the payment. The payment can be processed immediately or on a specific future date, or you can set recurring instructions with the bank.

Navigate through the menus to Payments > Within Bank > Internal Account Transfer. The system displays the Internal Account Transfer screen and complete required information:

- **Existing Template** [Optional] - to select the existing Payment template for funds transfer.
- **Make New Payment** [Optional] - Select the Make New Payment radio button to make a new funds transfer entry. The transfer can be done either by using Existing Payment Template or Make New Payment.
- **User Reference** [Optional] - Type the user reference number that you want to use to identify this transaction.
- **Source Account** [Mandatory] - Select the source account number for the internal transfer from the drop-down list. Click the button. The system will automatically fetch and display the available balance for the selected source account.
- Beneficiary Account [Mandatory] - Click the Lookup button to select any beneficiary. Account of that selected beneficiary will get displayed here.
- Beneficiary Branch [Display] - Beneficiary branch will get automatically populated here after the selection of Beneficiary Account.
- Transfer Amount [Mandatory] - Type the transfer amount for the internal transfer. Transfer Currency [Mandatory] - Select the transfer currency for the internal transfer from the drop-down list.
- Pay now [Optional] - Select Pay now to process the internal transfer immediately.
- The transfer can be done in any of the three modes: Pay now, Pay later or Setup Standing Instruction.
- Pay later [Optional] - Select Pay later to make the internal transfer on a future date. The transfer can be done in any of the three modes: Pay now, Pay later or Setup Standing Instruction.
- Setup Standing Instruction [Optional] - Select Setup Standing Instruction to set standing instructions for the internal transfer for a period. The system auto transfers the fund on the specified date and frequency. The transfer can be done in any of the three modes: Pay now, Pay later or Setup Standing Instruction.
- SI Execution Frequency [Conditional] - Select the standing instruction execution frequency for the internal transfer from the drop-down list. The options are: · Daily · Weekly · Fortnightly · Monthly · Bi-Monthly · Quarterly · Half-Yearly · Yearly This field is displayed if you select the Setup Standing Instruction option.
- First Execution Date [Conditional] - Select the execution date for the first standing instruction from the Calendar pick list. This field is displayed if you select the Setup Standing Instruction option.
- Expiry Date [Conditional] - Select the standing instruction Expiry Date from the Calendar pick list. This field is displayed if you select the Setup Standing Instruction option.
- Narrative [Optional] - Type the narrative.
- Template Access Type [Optional] - Select template access type from the drop-down list. Options are: · Public · Private. (For Retail Users, template access type will be private).
- Attached document if required as described in section ‘Attach document Functionality’ of this Manual.

- Click the Proceed button. The system displays the Internal Transfer - Verify screen.
− Click the **Confirm** button.
− If transaction password is required the following screen will appear:

![Transaction Initialization](image)

− Enter the security Key number and press **Proceed**. Depending on the type of verify screen, the system displays the **Internal Transfer - Confirm** screen with the status message.

![Internal Transfer - Confirm](image)

− Click the **New Payment** button in case you want to initiate another internal transfer.

**21. Within Bank - Multiple Internal Transfer**
This option allows you to initiate multiple internal transfers. You can transfer money from one account to as many as five different accounts by selecting the Debit Single Account option or you can transfer money from different accounts to a single or multiple accounts by selecting the Debit Multiple Account.

- Navigate through the menus to **Payments > Within Bank > Multiple Internal Transfer**. The system displays the **Multiple Internal Transfer** screen and complete required information:
  - Select **Debit Single Account** [Optional] - Select **Debit Single Account** to debit a single account, or
  - Select **Debit Multiple Account** [Optional] - Select **Debit Multiple Account** to debit more than one account.
  - **User Reference** [Optional] - Type the user reference number for the transaction.
  - **Source Account** [Mandatory] - Select the source account from the dropdown list.

**Payment Instruction**
- **Destination Account** [Mandatory] - Type the destination account which will act as a credit account for the transaction.
- **Destination Branch** [Display] - This field displays the destination branch selected in the destination branch dropdown.
- **Transfer Amount** [Mandatory] - Type the amount to be transferred.
- **Transfer Currency** [Mandatory] - Select the currency from the drop-down list.
- **Attached document if required as described in section ‘Attach Document Functionality’ of this Manual.**

**Payment Details**
- **Pay Now** [Optional] - Select **Pay Now** to process the transaction immediately.
- **Pay Later** [Optional] - Select **Pay Later** to make the payment on future date.
- **Setup Standing Instruction** [Optional] - Select **Setup Standing Instruction** to set the standing instruction for a period for multiple debits. Following fields are displayed if **Setup Standing Instruction** radio button is selected.

**SI Details**
- **SI Execution Frequency** [Conditional] - Select the standing instruction execution frequency from the drop-down list. The options are: · Daily · Weekly · Fortnightly · Monthly · Bi-Monthly · Quarterly · Half-Yearly · Yearly
- **First Execution Date** [Conditional] - Select the first standing instruction execution date from the pick list.
- **Expiry Date** [Conditional] - Select the standing instruction Expiry date from the Calendar pick list. This field is displayed if you select the **Setup Standing Instruction** option.

**Other Details**
- **Narrative** [Mandatory] Type the brief description of the transaction.
To fill the details for Multiple Debit Account, select the **Debit Multiple Account** radio button.

- Click the **Add More** button to add multiple records.
- Click the **X** button to delete a record from the grid.
- Click the **Proceed** button. The system displays the **Multiple Internal Transfer - Verify** screen.

- Click the **Confirm** button.
- If transaction password is required the following screen will appear:
Enter the security Key number and press Proceed. The system displays the Multiple Internal Transfer - Confirm screen.

Click the New Payment button in case you want to perform another multiple internal transfer.

Payments – Outgoing Transfers

22. Outgoing Transfer

Using the Outgoing Transfer option, you can transfer funds domestically or globally (Domestic transfers are usually made through the local payments network). Outgoing transfers can be made either by using an existing template or as a new payment transaction. The payment can be processed immediately, or on a specific future date, or as per your standing instructions with the bank.

Navigate through the menus to Payments > Outgoing Transfers and complete required fields

Payment To
  o Existing Template [Optional] - Select Existing Template option button to select the existing Payment template for funds transfer
  o Make New Payment [Optional] - Select Make New Payment option button to make a new funds transfer entry. The transfer can be done either by using Existing Payment
  o Template or Make New Payment. User Reference Number [Optional] - Type the user reference number as per the your choice.
  o Source Account [Mandatory] - Select the source account from the drop-down list. Click the button. The system will automatically fetch and display the available balance for the selected source account.

Beneficiary Details
  o Beneficiary Name [Mandatory] - Click the Lookup button to select any beneficiary. Name of that selected beneficiary will get displayed here.
- **Destination Account Type** [Conditional] - Select · Enter Account No
- **Account Number / IBAN** [Mandatory] - Type the beneficiary account number.

**Beneficiary Bank Details**

- **Enter Beneficiary Bank Details** [Optional] - Select the option to enter the beneficiary bank details. The options are follows: · SWIFT · National Clearing Codes · Bank Details
- **SWIFT Code** [Conditional] - Click the lookup button to select the swift code.
- **Bank Name** [Display] - Beneficiary bank name will get automatically populated here after the selection of swift code. This field is enabled if the **Bank Details** option is selected from the **Enter Beneficiary Bank Details**.
- **Bank Address** [Conditional] - Type the bank address. This field is enabled if the **Bank Details** option is selected from the **Enter Beneficiary Bank Details**. If you select Swift Code then this field will get automatically populated.
- **National Clearing Code** [Search] - Click the search button to select the beneficiary bank code. This field is enabled if the **National Clearing Codes** option is selected from the **Enter Beneficiary Bank Details**.
- **National Clearing Code Type** [Mandatory] - Select the national clearing code type from drop-down list.
- **Country** [Conditional] - Type the country name. This field is enabled if the **Bank Details** option is selected from the **Enter Beneficiary Bank Details**. If you select Swift Code then this field will get automatically populated.
- **City** [Conditional] - Type the city of the beneficiary. This field is enabled if the **Bank Details** option is selected from the **Enter Beneficiary Bank Details**. If you select Swift Code then this field will get automatically populated.
- **Intermediary Bank Details** [Conditional] - Select from the radio button : · Swift Code · Bank Details.

**Note:** If you select Swift Code radio button, then after selecting any swift code through search option at Swift Code field, remaining details will get auto populated. If you select Bank details radio button then you will have to enter remaining details.

- **Swift Code** [Conditional] - Select the swift code using search button provided.
- **Bank Name** [Conditional] - Type the bank name.
- **Bank Address** [Conditional] - Type the bank address.
- **City** [Conditional] - Type the city of the beneficiary. This field is enabled if the **Bank Details** option is selected from the **Enter Beneficiary Bank Details**.
- **Country** [Conditional] - Type the country name. This field is enabled if the **Bank Details** option is selected from the **Enter Beneficiary Bank Details**.

**Payment Details**

- **Transfer Amount** [Mandatory] - Type the transfer amount.
- If a payment template is selected from the **Payment Template** drop-down list, this field displays the transfer amount of the selected payment template.
- **Transfer Currency** [Mandatory] - Select the transfer currency for the international transfer from the drop-down list.
- **Pay Now** [Optional] - Select **Pay Now** to process the transaction immediately.
- **Pay Later** [Optional] - Select **Pay Later** to make the payment on future date.

**Other Details**

- **Payment Details 1/2/3/4** [Mandatory] - Type the description for payment details.
- **Other Details**
- **Correspondence Charges** [Mandatory] - Select the correspondence charges from the drop-down list.
- **Narrative** [Optional] - Type the narrative.
- **Template Access Type** [Optional] - Select template access type from the drop-down list. Options are: Public, Private.

- Attached document if required as described in section ‘Attach Document Functionality’ of this Manual.

---

By pressing this button, you can save a draft of the payment to initiate it at a later stage.

By pressing this button, you can save the payment details as a template to use it anytime. Please note that pressing this button only saves the payment it does not initiate it.

By pressing this button, you can save the payment details as a template to use later as well as initiate the payment.

---

Click the **Proceed** button. The system displays the **Outgoing Funds Transfer - Verify** screen.
− Click the Confirm button.

− If transaction password is required the following screen will appear:

Enter the security Key number and press Proceed. The system displays the Outgoing Funds Transfer - Confirm screen with the status message.
Click the **New Payment** button. The system returns you to the **Outgoing Funds Transfer** screen.

**Payments – Maintain a Beneficiary**

[Image of Payment menu]

**23. Maintain Beneficiary**

Users having access to Beneficiary Maintenance can maintain Beneficiary. **Note for Business Users:** You can also specify if the Beneficiary template created is available to other users of the same primary customer id by specifying the template access level as public. If the Template is created with template access level as Private, it is available only to the User who has created it. Beneficiary Maintenance is supported for both internal and outgoing transfers.

- Navigate through the menus to **Payments > Beneficiary Maintenance**
- Select the transaction type and click the Create Beneficiary Template button

[Image of Beneficiary Maintenance screen]

- Enter beneficiary data in the required fields
- Click **Add**. The system displays the **Add Beneficiary - Verify** screen will appear

[Image of Add Beneficiary - Verify screen]

- Click **Confirm** button. The system displays **Add Beneficiary - Confirm** screen with the status message.
24. Modify Beneficiary

- Select beneficiary ID by selecting the respective checkbox from the Beneficiary Maintenance search screen.

- Click the Modify button to modify the selected beneficiary template. The system displays Modify Beneficiary screen.
- Enter the details to modify the beneficiary template.
- Click the Modify button to modify the selected beneficiary template. The system displays Modify Beneficiary - Verify screen. OR Click the Back button to navigate to the previous screen.
- Click the Confirm button. The system displays Modify Beneficiary - Confirm screen.
- Click the OK button. The system displays initial Beneficiary Maintenance screen.

25. Deleting a Beneficiary

- Click the Delete button in the Beneficiary Maintenance screen with the search result. The system displays the Beneficiary Maintenance – Delete Beneficiary – Verify screen.
- Click the Confirm button. The system displays the Beneficiary Maintenance – Delete Beneficiary – Confirm screen.
- Click the OK button.
26. Register Biller

Using this option, you can register more than one account with the same service provider for bill payment. While paying bill, you can select any of the registered billers to whom bill is needed to be paid.

*Note: Bill can only be paid to the registered billers. This means that prior to paying any bill, you need to first register a biller. Once the biller is registered, you can easily make payments through the Pay bills menu.*

- **To register Biller:** Navigate through Bill Payments > Register Biller
- Click the **Add New Biller** button to register a new biller. The system displays Register Biller screen
  - Select Customer: Select the customer from the drop-down list.
  - Select a Biller: Select the biller from the drop-down list.
  - Account Number with Biller: Type the account number or consumer number with the biller.
  - Nick Name: Type the nick name. (*This should be one word and contain only alphabetic characters*).

- Click the **Submit** button. The system displays Register Biller - Verify screen.

- Click the **Confirm** button. The system displays the Register Biller - Confirm screen with the status message. OR Click the **Change** button to go to the previous screen and edit the entered data.
27. Delete a Biller

- Select the check box of the customer to be deleted.
- Click the **Delete** button to delete a biller. The system displays *Delete Biller verify* screen.
- Click the **Confirm** button. The system displays the *Delete Biller - Confirm* screen with the status message OR Click the **Back** button to go to the previous screen.
- Click the **OK** button. The system displays the *Register Biller* screen.

28. Pay Bill

Using this option the user can pay the bill to the registered biller. The system will validate the stored biller information for the sufficient funds to pay bill payment amount.

- **To Pay Bill:** Navigate through *Bill Payments > Pay Bill.*
  - **Select Customer:** Select the customer from the drop-down list.
  - **Select a Biller:** Select the biller to which you will pay the bill from the drop-down list.
  - **Select Account:** Select the account number from the drop-down list and click **Continue.**

- Then attach document if required as described in section ‘Attach Document Functionality of this Manual.’
- And complete the **Other Details Section**
  - **Bill Number:** Type the bill number.
  - **Bill Date:** Select the bill date from the pick list.
  - **Payment Amount:** Type the amount to be paid to the biller.
  - **Type of Payment:** Select the type of payment from the drop down list.
  - **Transfer Description:** Type the payment details.
Note: In the Notes section are listed the requirements for the details to be included in the Transfer Description field for the payment to be considered valid. Carefully read the notes prior to initiating any bill payment.

- Click the Proceed button. The system displays Pay Bills - Verify screen.

- If transaction password is required the Transaction initiation authorization screen will appear.
- Enter the security Key number and press Proceed.

- Click the Confirm button. The system displays Pay Bills - Confirm screen with the status message. OR Click the Change button to go to the previous screen and edit the entered data.
Click the OK button. The system takes you to the Pay Bills screen.
Bulk Payments

Bulk Payments\(^1\) – Bulk File Upload (for Business Users Only)

Bulk Management allows you to upload files which contain multiple transactions. Bulk module facilitates processing of multiple transactions through a single bulk file like Salary payments, Fund Transfer etc. This is a faster way of processing transactions than entering single screen transactions. The Transactions in the form of files will be uploaded through the internet banking.

To be able to use this option the customer has to be a net banking customer and this option must have been configured to the user. The type of the file to be uploaded has to be defined before uploading the file, if the format of the uploaded file is not correct the file will be rejected. On uploading the file you can also view the status of the file using the upload reference number or through bulk file view transaction.

29. Bulk File Upload

- Navigate through the menus to Bulk Transactions > Bulk File Upload. The system displays the File Upload screen.
  - **Bulk Identifier** [Mandatory] - Select the bulk identifier created earlier in order to identify the file from the drop-down list.
  - **Encoding type used for the upload file** [Mandatory] - Select UTF-8.
  - **Upload File** [Mandatory] - Select the location from where the file will be uploaded using the Browse button.
  - **Attached document if required as described in section ‘Attach Document Functionality’ of this Manual.

\(^1\) The customer should apply for this functionality in order for it to be made available.
Upload **File Type** [Mandatory] - Select **CSV** from the type of file to be uploaded from the dropdown.

- Click the **Clear** button to clear the data inputed and start over. OR Click the **Proceed** button. The system displays the **File Upload** screen.

- Click the **File Reference Number** hyperlink to view the status of the upload. The system displays the **Bulk File View** screen. OR Click the **OK** button to return to the **File Upload** screen.

### Bulk Payments – Bulk File View

#### 30. Bulk File View

Using this option you are able to view the bulk files uploaded by the customer. This function enables customer to view status and results of bulk files uploaded.

You can trace the status of the file and if there is an error in the file, you can also download the error file to arrive at the exact reason for error. You can also trace the history of the file. Individual record details can also be checked.

- Navigate through the menus to **Bulk Transactions > Bulk File View**. The system displays the **Bulk File View** screen.
When clicking the Bulk Transaction Identifier hyperlink or File status hyperlink the Bulk File view screen is displayed respectively by Bulk transaction identifier and by file status.
− In case you want to search for a particular bulk file, use the section ‘Search Criteria’ by completing the relevant information. The search can be filtered by various parameters like status, transaction identifier, transaction type, file processing status, file reference number and upload start/end dates.

− Once you have entered the desired filters, click the Search button. The system displays the Bulk File View screen with the search result.

− Click the File Name hyperlink. The system displays History Of File screen.
Or Click the File Reference Number hyperlink. The system displays the Bulk File Record Details screen. In the Bulk File Record Details screen when clicking on the Record reference number hyperlink, the system displays details of the single transaction in the Bulk File Record Details screen.
Attach Document Functionality

This option allows you to attach justifying documentation to any of the following payments types if these are requested to process your transaction (Internal Transfer, Multiple Transfer, Outgoing Transfer, Bill Payment, Standing Instruction and BULK payments). The attached document/s can be downloaded from the authorization/view transactions screen for the authorization/verification purpose.

Important Note:

File types allowed to be attached are: XLS, DOC, PDF, JPEG, and CSV. Maximum size of document attached is 3MB.
Filename of the document to be attached can contain numbers; letters and the special character underscore _. The space and other special characters such as: *[:;><\,:@#&%^$] are not allowed; Maximum number of documents which can be attached is 5;
The system will not allow you to attach the same document twice or more.
Upload document name will be displayed on verify, confirm and Authorizer FCDB screens;
For multiple accounts transfers/Bulk payments you are allowed to attach multiple documents however there will be no correlation to the specific transactions;

31. Attaching justifying documentation to payments

– Navigate through the respective menu to the section “Attach document”
– Click on the “Attach” button

– Once you will click on “Attach” button following popup screen will open immediately
Click on "Add another" button, in order to add multiple documents.

Click on "Choose File" button by choosing the document you want to attach from your personal documents found on your computer.

Click on "Attach" button in order to attach all the documents you have selected. In this way you will have a clear picture of the document/s you have attached before performing another action.

Click on "Done" button to go back to initiate screen.

Once attachment completed successfully, Attached document names will be displayed as in the below screen.

Once confirmed the attached document/s and click on done button the following screen will appear in the respective payment or transaction menu.
- Proceed normally with the payments/transfer. The system will display the attachment in both verify and confirmation screen.

- You can view the documents you have attached in a specific payment/transfer also in “View Initiated Transactions” screen.
The attached documents appear in View Initiated transactions screen.
Product Catalogue

In this section you will find information related to products and services of the bank.

- Navigate to Product Catalogue and select the desired category to view the offers available and to express your interest on products and services of the bank.
- The categories are the following:
  - Entrepreneurs
  - Individuals
  - Reach for the goal
32. Cheque Status Inquiry

Specific reports can be generated for paid cheques, stopped cheques, paid cheques for a given period and for a given cheque range. Alternatively, a generic report can also be generated. Report can be generated for a single cheque also. A generic report without entering a cheque number can also be found out.

- Navigate through the menus to My Space > Cheques > Cheque Status Inquiry. The system displays the Cheque Status Inquiry screen.
- Select the account number from the drop-down menu.
- Select the cheque status and date range.
- Click the Submit button. The system displays the status of the cheque and cheque amount.

33. Stop or Unblock Cheque Request

This option allows you to block/unblock a cheque. It also allows you to block/unblock set or batch of a cheque by entering the cheque range.

- Navigate through the menus to My Space > Cheques > Stop or Unblock Cheque Request. The system displays the Stop or Unblock Cheque Request screen
- Complete required fields and Click the Submit button. The system displays the Stop Cheque Request Verify screen
- Click the Confirm button. The system displays the Unblock Cheque Request Confirmed screen with the status message.
- Click the OK button.

34. Request a Cheque Book

The Cheque Book Request option allows you to request for a cheque book.

- Navigate through the menus to My Space > Cheques > Cheque Book Request. The system displays the Cheque Book Request screen and enter required data:
  - Select Account: Select the account number from the accounts displayed in the drop-down list.
  - No of Cheque Books: Select the no of cheque books from the drop down list.
- **Cheque Book Type**: Select the type of cheque books from the drop down list.
- **Cheque Book Option**: Select the number of cheque leaves needed from the drop-down list. Select: Cheque Book With 25 Leaves

**Delivery details**
- **Mode of delivery**: Select: Branch
- **City**: Select the City to which the branch belongs from the drop down list.
- **Branch**: Select the branch from where the cheque book will be collected from the drop down list.

Other data will be automatically populated upon Branch selection.
- Click the **Submit** button. The system displays the **Cheque Book Request - Verify** screen.
- Click the **Confirm** button. The system displays the **Cheque Book Request – Confirm** screen with the status message. OR Click the **Change** button to change the cheque book details.
- Click the **OK** button.

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**My Space – Lista e Transaksioneve**

- Navigate through the menus to **My Space > Transaction List**. The system displays the **View Initiated Transactions** screen. Two tabs are displayed and namely:
  - **Initiated Transactions** – this displays all self initiated transactions along with current status of the transaction and number of transaction count for each type with specific status;
  - **View drafts/tepmplates** – here are shown all drafts and templates created by the user;
− Click the hyperlink of the status. The system displays search initiated transactions screen. The transaction can be considered complete in case its status is "completed".

36. View Initiated Transactions – Non-Individual Users

− Navigate through the menus to My Space > Transaction List. The system displays the View Initiated Transactions screen. Four tabs are displayed and namely:
  o Initiated Transactions – this displays all self initiated transactions along with current status of the transaction and number of transaction count for each type with specific status;
  o View drafts/templates – here are displayed all transactions which are created as drafts and templates by the user or public drafts and templates created by other users of the same business; The difference between saving as a template and saving as a draft is that while saving as draft you can save without complete details, but while saving as a template you can save as a template only after entering completely correct details.
  o Transactions to authorize – displays to the Authorizer all transactions which are pending for their authorization. Using this transaction, the Authoriser can Authorize, Reject or Send the transaction back for modification;
  o View transactions – displays the transactions for which you have view access. You can see transactions initiated or authorized by other users.

− Click the hyperlink of the status for example. 'Under process'. The system displays search initiated transactions screen.
Field Descriptions:

Search by

Ebanking reference number – Select this button to search by entering the ebanking reference number of the transaction

Other search criteria – Select this button to search by other search criteria as described below:

Transaction type – [Dropdown] Select the transaction type from the list

Status – [Dropdown] Select the status from the list

Customer – [Dropdown] Select the customer ID from the list

Account number – [Input] Type the account number

User reference number – [Input] Type the user reference number

Transaction period – [Dropdown] Select the period in which the transaction was initiated; Values are

- Last 1 Day
- Last 6 Months
- Last n Transactions
- Custom date

From Date – [Date picker] Enter the date from to search by date range. From date will be enabled and mandatory if Custom Date is selected in the Transaction Period dropdown.

To date – [Date picker] Enter the To Date to search by date range. To date will be enabled and mandatory if Custom Date is selected in the Transaction Period dropdown.

Value date from – [Date picker] Enter the Value Date From to search by value date range

Value date to – [Date picker] Enter the Value Date To to search by value date range

From amount – [Input] Enter the From Amount to search by amount range

To Amount – [Input] Enter the To Amount to search by amount range

Currency - [Dropdown] Select the currency from the list

- The transaction can be considered complete in case its status shows as “completed”.

37. Transaction Authorization (for Business Users only)

An Authorizer can view the transactions pending for their authorization using this section. Authorizer can authorize, reject or Send the transaction back for modification.

- Navigate through the menus to My Space > Transaction List > Transactions to Authorize. The system displays the Transactions to Authorize screen.
- **Transaction Type [Display]** - Gives the list of transaction based on their type for example 'Internal transfer', 'Outgoing transfer' etc.
- **Status [Display]** - Displays the status of transactions. Click on the hyperlink to display the search results as per search criteria for the selected transaction.
- **Count [Display]** - Number of transaction for each transaction type with same status.
- **Graph [Display]** - Displays the count as a graph.

- Click the status link of the transaction. The system displays the **Search Authorization Transactions** screen.

- Click the E banking reference number link. The system displays the **View Pending Authorization Transaction** screen along with the audit details.
Click the **Back** button to return to the previous screen.
OR Click the **Reject** button the system displays the Reject screen.
OR Click the **Send to Modify** button to send the transaction for modifications.
OR Click the **Authorize** button. The system displays the **Transaction for Authorization - Verify** screen

When clicking the **Authorize** button. The system displays the **Transaction for Authorization - Confirm** screen.

If transaction password is required the following screen will appear:

Enter the security Key number and press **Proceed**.
On authorizing the transaction if there are more than one Authorizers the transaction Status changes to the semi authorized state and needs to be further authorized by the second authorizer in a similar process as shown above. If no additional authorization is configured, the transaction status changes accordingly as to for example ‘Under process’

Click the OK button.

38. Rejecting a transaction (for Business Users only):

- Follow steps as described above in Transaction Authorisation section.
- Click the Reject button on the View Pending Authorization transaction screen. The system displays the Transaction for Reject - Verify screen

- Click the Reject button. If transaction password is required the following screen will appear:

Enter the security Key number and press Proceed. The system displays the Transactions for Reject - Confirm Screen
- On rejecting the transaction the transaction Status changes to ‘Rejected by authorizer’
- Click the OK button.

39. Send to modify a transaction (for Business Users only):

- Follow steps as described above in Transaction Authorisation section.
- Click the Send to Modify button. The system displays the Transactions for Send to Modify - Verify screen.
- Click the Send to Modify button. If transaction password is required the following screen will appear:
- Enter the security Key number and press Proceed. The system displays the Transactions for send to Modify - Confirm Screen
- Click the Ok button.
- On modifying the transaction the transaction Status changes to ‘Rejected for modify’
- Once the transaction has been sent for modification, the transaction is not available for further authorization and the transaction is available with the previous authorizers for Copy.
- The transaction goes to the initiator for modification. The transaction is available with all the authorizers to copy the transaction and initiate a similar transaction if required.
- Click the Back button to return to the previous screen. OR Click the Copy transaction button. The system displays the initiate transaction screen to modify the transaction.

My Space – Mailbox

40. Mailbox

The Mailbox option is an integrated communication system within the internet banking system for you to communicate with the bank and vice versa. It allows you to view all the notifications, alert messages and general messages sent by the bank; allows you to send messages to the bank and view the sent messages.
Like popular e-mail clients that you may have used, the Mailbox offers an Inbox - where you can view messages and notifications sent to you, a Send Message facility using which you can send messages to the bank and a Sent folder, which allows you to view all the sent items.

Mail Box functionality is subdivided into the following sub-sections:

- Viewing received messages (Inbox)
- Viewing sent messages (Sent Messages)
- Sending messages (Compose)

Navigate through the menus to My Space > Mail Box

**My Space – Foreign Exchange Rate Inquiry**

41. Foreign Exchange Calculator

The Exchange Rate Inquiry option allows the user to view the latest exchange rates for various currencies offered for buying and selling by the bank. The exchange rates will be displayed against the base currency of FCDB. The option provides the buying and selling rates for cash as well as the buying and selling rates applicable for telegraphic transfers. If you wish to buy or sell foreign exchange, refer to this option to find the latest rates offered by the bank before doing so.

**Selfcare**

**Selfcare – Set account preference**

42. Set Account Preference

This option enables you to set a nickname for your accounts for ease of use and identification

- To Set Account Preference navigate through the menus to Self Care > Set Accounts Preference. The system displays the Set Account Preference screen
− Select the tab ‘Current and Savings’ or ‘Term deposits’ and the list of accounts will appear underneath.
− In the ‘Account nickname’ field, input the desired nickname for the specific account and press Save button.

Selfcare – Manage your homepage

43. Manage your Homepage

Internet banking users are provided with a dashboard screen which displays widgets of different transactions.
This menu allows you to remove/add dashboard widget preferences for your Internet banking channel up to the maximum number of widgets available².

− To Manage your Homepage navigate through the menus to Self Care > Manage your Homepage. The system displays the Dashboard Widget Management screen.

² There will be limit on maximum number of widgets displayed in dashboard. This will depend on pre-maintained configuration with the bank.
Press **Proceed** to display the list of widgets available.

For **Individuals** the list of available widgets is as below:

<table>
<thead>
<tr>
<th>Widget Name</th>
<th>Widget Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>Offers</td>
<td>Offers</td>
</tr>
<tr>
<td>Account Summary</td>
<td>Display the summary of all your accounts.</td>
</tr>
<tr>
<td>Quick Tasks</td>
<td>Displays a list of transactions for quick navigation purposes.</td>
</tr>
<tr>
<td>Foreign Exchange Calculator</td>
<td>Foreign Exchange Calculator used to convert the currency.</td>
</tr>
</tbody>
</table>

Select the widgets you want displayed on the dashboard screen and press **Confirm Selection**.

For **non-individuals** the list of available widgets is as below:

<table>
<thead>
<tr>
<th>Widget Name</th>
<th>Widget Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>Notifications</td>
<td>Displays a list of your recent notifications.</td>
</tr>
<tr>
<td>Credit Wise Predictor</td>
<td>Display the currency wise position of all your assets and liabilities.</td>
</tr>
<tr>
<td>Credit Line Utilization</td>
<td>Displays minimal details of your line limits.</td>
</tr>
<tr>
<td>Pending to Authorization</td>
<td>Displays a list of the last N transactions awaiting authentication by you.</td>
</tr>
<tr>
<td>E-Tax</td>
<td>Displays E-Tax.</td>
</tr>
<tr>
<td>Quick Tasks</td>
<td>Displays a list of transactions for quick navigation purposes.</td>
</tr>
<tr>
<td>Recent Activity</td>
<td>Displays a list of the last N related transactions.</td>
</tr>
<tr>
<td>Offers</td>
<td>Offers.</td>
</tr>
</tbody>
</table>

**Selfcare – Set Favourites**

44. **Set favourites**

The **Preferences** option allows you to change the user ID, set the preferred language, preferred color, home page, favorite transactions, and favorite accounts and nick names. The user can access favorite transactions and accounts directly instead of accessing it through the main menu.
To set Favorites navigate through the menus to Self Care > Set Favorites. The system displays the Preferences screen.
Make your selections and press the Set Preference button.

Selfcare – Reminders

45. Reminders

The Reminder functionality enables business users to register for reminders. Once a reminder is registered the user can view the reminder under the Reminder schedule. The reminder schedule will display all registered reminders i.e. reminders that are due on the current date and also reminders that are due in the future. Once the reminder is due, it appears under the, ‘Reminders for Today’ screen section of the Reminder schedule. The system will enable the user to take action on the reminder.

- To register reminder navigate through the menus to Self Care > Reminders. The system displays Reminder Schedule screen for reminder.
- Initially it shows Reminders for today tab showing today’s reminders.
- Click the Dismiss/Delete/Modify links in order to dismiss, delete of modify the reminder respectively.
- Click on the Reminder Due during this week tab. The system displays reminders due for current week.
- Click on the date link to view the reminder set for that particular day.
- Click the Delete/Modify link on order to delete or modify that respective reminder.
− Click the **Reminders Due during this month** tab in order to view reminders due for current month.
− Click on the date link to view the reminder set for that particular day.
− Click the Delete/Modify link on order to delete or modify that respective reminder
− Click the Register New Reminder button. The system displays below Registration screen.
− Click the Register button. The system displays Remindres Registration Confirm screen.
− Click the **OK** button. The system displays initial **Reminder Schedule** screen

**Selfcare – Register Reports**

![Selfcare menu with Register report highlighted](image)

**46. Register report**

− To Register a report Navigate through the menus to **Selfcare > Register Report**. The system displays the **Register Report** screen.

![Register Report screen](image)

− Select the required report from the drop down list and then Click the **Proceed**. The system displays the **Register Report** screen.

![Register Report screen with report parameters](image)

**Fields description**

− Frequency – [Mandatory, dropdown] Select the report frequency from the drop down list. The options are:
- Report Output Format – [Mandatory, dropdown] Select the report output from the drop-down list. The options are: PDF, HTML, Excel

- Date – [Conditional, Pick list] Select the report activation date from the pick list. This field is displayed depending on the selection in the frequency field.

- Hour – [Conditional, Drop-down] Select the time in hours from the drop-down list. This field is displayed depending upon the selection in the frequency field.

- Minute – [Conditional dropdown] Select the time in minutes from the drop-down list. This field is displayed depending upon the selection in the frequency field.

- Activation Date – [Conditional, Pick list] Select the report activation date from the pick list. This field is displayed depending upon the selection in the frequency field.

- Deactivation Date – [Conditional, Pick list] Select the report deactivation date from the pick list. This field is displayed depending upon the selection in the frequency field.

- Hour – [Conditional, Drop-down] Select the time in hours from the drop-down list. This field is displayed depending upon the selection in the frequency field.

- Minutes – [Conditional, Drop-down] Select the time in minutes from the drop-down list. This field is displayed depending upon the selection in the frequency field.

- Select the report frequency and report download format.
- Enter the date range.
- Click the Run Report button. The system displays the File Download – Security Warning screen.

- Click the Save button to save the file. OR Click the Cancel button to close the window

To Register a report
- Click the Register button on the Register Report screen. The system displays the Report Registration - Verification screen.
Click the Confirm button. The system displays the Register Reports screen. OR Click the Back button to navigate to the previous screen.

Selfcare – View Registered Reports

47. View a registered report

- Log on to the Internet Banking application.
- Navigate through the menus to **Selfcare > View Registered Report**.
- Click the View Reports button. The system displays the Report screen.

48. Session Summary

This option allows the user to track activity details of last five logins. The user can view the entire session summary of the previous five log sessions.
Intesa Sanpaolo Bank Albania

Rr. Ismail Qemali, No 27, PO Box. 8319

1001, Tirana, Albania