

InternetBank for corporate customers and individual entrepreneurs

USER MANUAL

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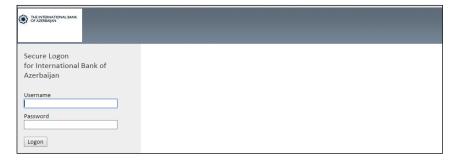
1. Main features of InternetBank

- 1.1. You can make the following operations in InternetBank:
 - Generate your account statements
 - View the balances of your accounts online
 - Transfer money between your accounts and to your counterparties in Azerbaijan
 - Currency exchange
 - Transfer money abroad (via SWIFT or transfers in Russian rubles)
 - Pav VAT;
 - View your deposits;
 - View your loans;
 - Make bulk payments to multiple accounts (salary, etc.)
 - Set account preferences
 - View currency exchange rates
- 1.2. Bank reserves the right to enlarge the list of operations which can be made in InternetBank.

2. Register and log in to the InternetBank

- 2.1. To get access to the InternetBank you are provided with (electronic key), 1st level user name and password and 2nd level user name and password.
- 2.2. First, you need to connect the Bank's internal website using 1st level user name and password and one time password generator (electronic key).
- 2.3. Enter https://access.ibar.az/ in the address bar of your browser. Enter 1st level username in the **Username** field. Enter 1st level password in the **Password** field, then press the button on your electronic key and enter the generated 6 digit one-time-password in the **Password** line after the 1st level password. In total, you should have entered 10 digits in the **Password** line. Click **Logon** button.





- 2.4. If your log in is successful, you will be redirected to the main page of InternetBank
- 2.5. Enter 2nd level user name in **User Sign in ID** field and 2nd level password in the **Password** field.

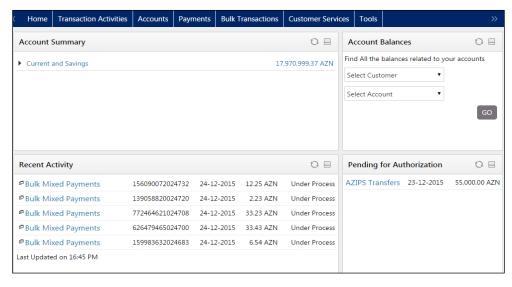


- 2.6. When entering user name and 2nd level password by default, "**Use Security Keyboard**" option is checked. This option is used to protect your password from being stolen.
- 2.7. When "**Use Security Keyboard**" option is checked you should use the keyboard on the screen. Click the necessary keys to enter your password.



- 2.8. If the "Click here to enter by hovering" option is checked, you can enter your password by hovering on the keys of the keyboard.
- 2.9. If you wish to enter your password by using normal keyboard, uncheck ✓ this option.
- 2.10. After entering 2nd level username and password, click **Sign In**. The homepage of the InternetBank will be opened. You may now manage your account.

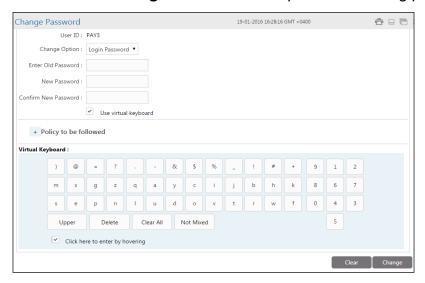




- 2.11. You can view the following information on homepage:
 - Account Summary
 - Account Balances
 - Recent Activity
 - Pending for Authorization
 - 2.12. User can change password on the upper-right corner of screen.



2.13. When you select area **Change Password** will open the following page:



- Enter Old Password
- New Password
- Confirm New Password



After filling in the necessary fields press the **Change** button and accept the new password.

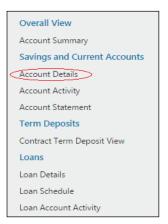
- 2.14. To log out the system click the **Logout** option that appears on the upper-right corner of the screen.
- 2.15. The system displays you have been logged off from InternetBank, it is recommended to close this browser window for security reasons screen.



2.16. Click the **Close Window** button. You will be logged off the system.

3. View account details.

3.1. To view your account details select **Accounts > Account Details** on the main page.

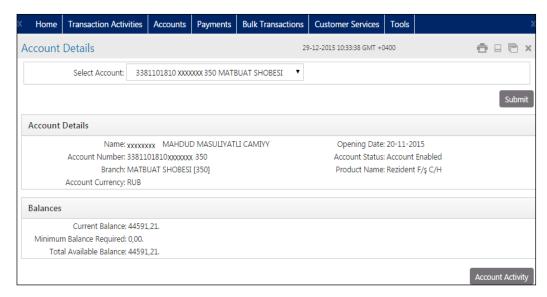


3.2. The system displays the **Account Details** screen.



3.3. In the Select Account field 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 page with the account details.





3.4. You can see the following information on your account on the page:

Name Displays the name of the account holder.

Opening Date Displays the account opening date.

Account Number Displays the account number (IBAN) of the customer.

Account Status Displays the account status of the account.

Branch Number Displays the code of the branch where account is being

operated.

Product Name Displays the activity field of account holder.

Account Currency Displays the base currency of an account.

3.5. In the **Balances** section the following information is displayed:

Current Balance Displays the current balance of the account. (with the exception of the unauthorized amounts); Minimum **Balance** Displays minimum balance be the to Required maintained in the account Total Available Displays the total amount currently in your account **Balance** (including unauthorized transactions).

button to see transactions on this account.

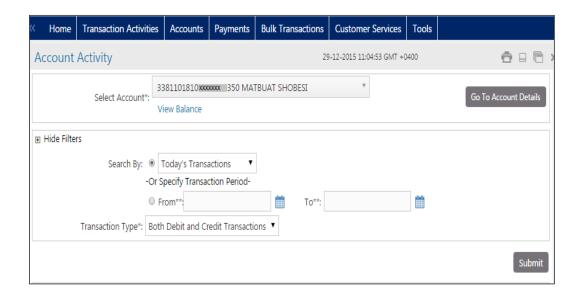
- 3.6.1. System displays account activity page.

Account Activity



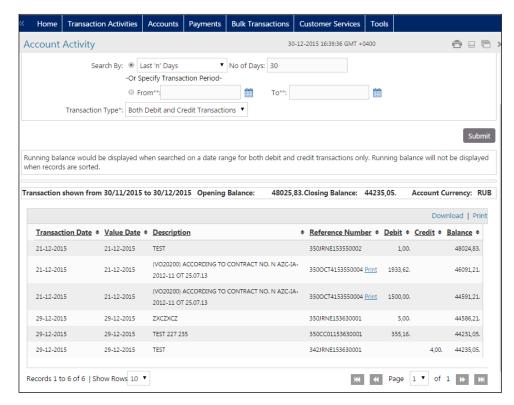
Use

3.6.



- 3.7. In order to search the transactions you may use several parameters:
 - 3.7.1. **Select account:** select the account (IBAN) from the drop-down list. It displays the current account and the customer IDs under it.
 - 3.7.2. **Search by:** select the search period from the drop-down list:
 - Last' N Transactions:
 - Today's Transactions;
 - Yesterday's Transactions;
 - Last 'n' days;
 - Previous Month;
 - Previous Quarter;
 - Previous 6 Months;
 - Or Specify Transaction Period. For this option, select From Date and
 To Date in the drop-down list. It is the start date and the end date for
 displaying the transaction history.
 - 3.7.3. **Transaction type:** select the transaction type from the drop-down list:
 - Both debit and Credit Transactions;
 - Debit Transactions:
 - Credit Transactions.
- 3.8. After selecting the parameters, click the **Submit** button. The system displays the **Account Activity** page with the transactions details.





- 3.9. **Pages** section displays the different page links that can be used to navigate to the desired set of records in the transaction list. Click the desired page link. For example, click 2 to view the transactions on the second page of the list, or click **Last Page** to view the transactions on the last page of the list.
- 3.10. In the bottom part of the **Account Activity** screen the following information is displayed:

Transaction Date Displays the transaction date

Value Date Displays the value date of the transaction.

Reference Displays the reference number for the transaction.

Number

Description Displays the brief description of the transaction.

Debit Displays the debit amount of the transaction.

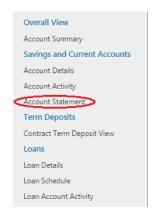
Credit Displays the credit amount of the transaction.

Balance Displays the balance amount remains after the

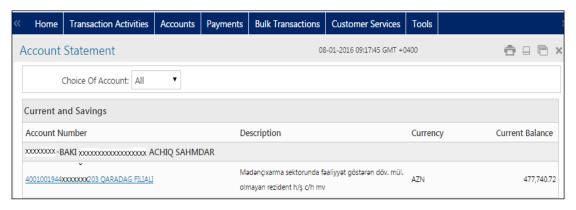
transaction.

- 4. Generate account statements.
- 4.1. To generate an account statement select **Accounts > Account Statement** on the main page.





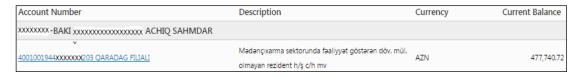
4.2. The system displays the **Account Statement** screen with the following information:



Current and Savings

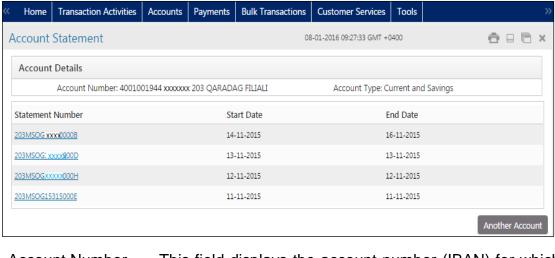
Choice of Account	Displays the customer IDs mapped to the user.						
Account Number	Displays the account numbers (IBAN) under a						
	particular customer ID. Click the desired account						
	number link to view the corresponding account						
	statements.						
Description	Displays the brief description of the account.						
Currency	Displays the base currency of the account.						
Current Balance	Displays the current balance of the account in the						
	base currency.						

4.3. Click the required link in the Account Number column to view the corresponding account statements.



4.4. The system displays the Account Statement page with the following information:





Account Number

This field displays the account number (IBAN) for which the account statements are displayed.

Account Type

This field displays the account type.

Statement Number

This column displays the account statement number

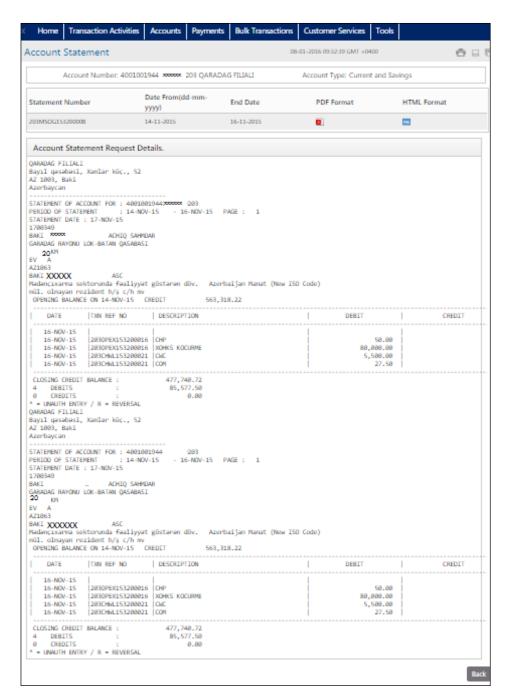
This column displays the start date of the account statement.

End Date

This column displays the end date of the account statement.

4.5. Click the required link in the Statement Number column to view the individual account statement details. The system displays the Account Statement page with the following information:





- Date transaction date
- TXN REF No transaction reference number
- Description transaction description
- Debit debit amount
- Credit credit amount
- 4.6. When you click on the upper-right corner of screen PDF Format or HTML Format button you can download Account Statement in your computer automatically.

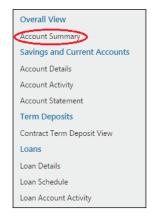




4.7. To get back to the the initial Account Statement screen, click the Back button.

5. View your Account Summary

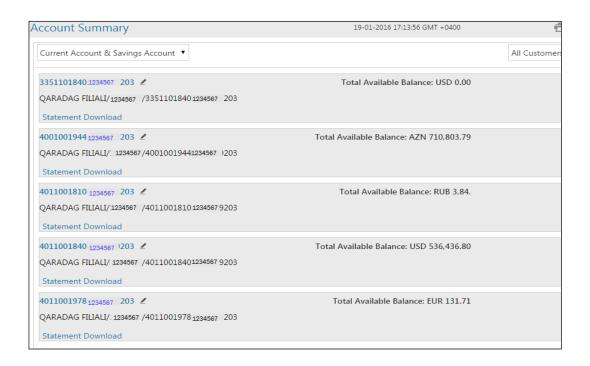
5.1. To view your Account Summary, i.e. the large view of all your accounts, select **Accounts > Account Summary** in the main screen.



5.2. The system displays the Account Summary screen with the following information:

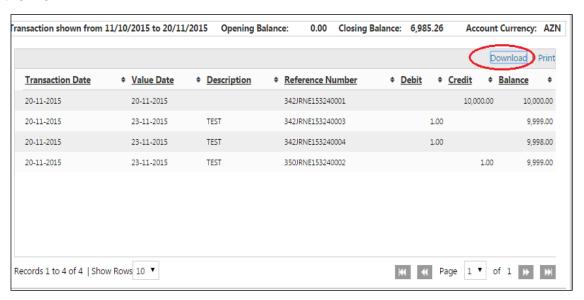






6. Download your transactions to computer.

- 6.1. The **Account Activity** option allows you to view and download the account activity for any of your current accounts. You can define different parameters in order to specify which transactions you need.
- 6.2. To view transaction history, select **Accounts > Account Activity**. The system displays the Account Activity screen. (See chapters 3.6-3.8 of this manual)
- 6.3. To download the account statement to your computer chose download format by clicking Select Download Format (options are: Excel format, PDF format). Select the required download format, and click the Download button to download the file.







6.4. The system displays the File Download dialog box. Click the **Open** button to open the file or click the **Save** button to save the file.



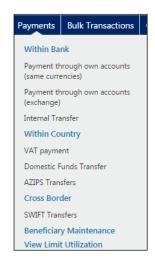
6.5. The system displays the Save As dialog box. Navigate to the desired location and click the Save button. The system displays the Download complete dialog box when the download is complete.



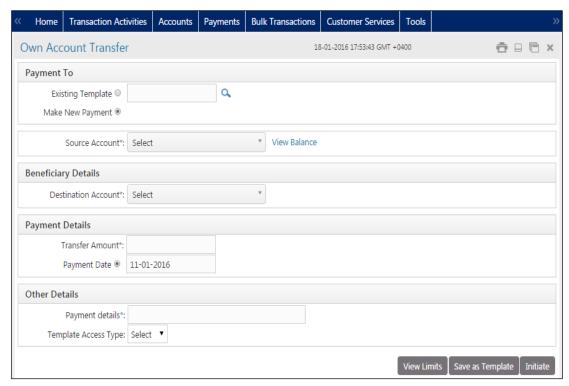
7. Make own account transfers.

7.1. Own account transfer can be done between any accounts owned by the customer. To transfer funds between your accounts, select Payments → Within Bank on the main page.





- 7.2. In the "Within Bank" menu you can make 3 types of payments:
 - Payment through own accounts (same currencies)
 - Payment through own accounts (exchange);
 - Internal Transfers.
- 7.3. The system displays the **Own Account Transfer page**. Choose **Existing Beneficiary** (for Beneficiary template creation see chapter 15 of this manual) or **Make New Payment** option. In case you chose the Existing Beneficiary, information will be populated from the template you have predefined. In case you chose **Make New Payment**, you will need to input the following information manually:





User Reference Number Type the user reference number.

Source Account Select the source account number (IBAN) from the

drop-down list.

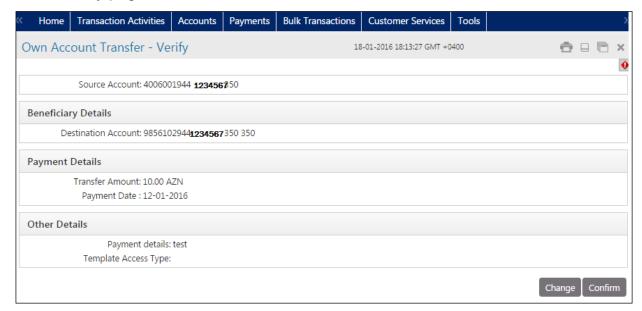
Destination Account Select the destination account number (IBAN) from

the drop-down list.

Transfer Amount Type the amount to be transferred.

Payment Details 1,2,3,4 Details of payment

- Template Access Type: when creating a template, if you grant access rights only to the person creating this template you can choose Private. If you grant access rights to several other users, you can choose Public.
- 7.4. Click the Initiate button. The system displays the Own Account Transfer Verify page.



- 7.5. Press the **Change** button to navigate to the previous screen and make changes or click **Confirm**.
- 7.6. Systems displays status message:
- 7.7.
- 7.8. Click OK. The system displays the new **Own Account Transfer** page.



8. Make currency exchange.

- 8.1. For currency exchange use the same menu as for own account transfer (see chapter 7 of this manual).
- 8.2. Chose the account from which you sell the currency in the **Source Account** field.
- 8.3. Choose the account for which you buy the currency in the **Destination Account** field.
- 8.4. You can choose the account from which the fees will be withdrawn in the **Payment Details> Charge Currency area**.



- 8.5. Click the **Initiate** button. The system displays the **Own Account Transfer** (exchange) Verify page
- 8.6. Click **Change** to navigate to the previous page and make changes or click **Confirm**.
- 8.7. Systems displays status message:



8.8. Click OK. The system displays the new **Own Account Transfer (exchange)** page.

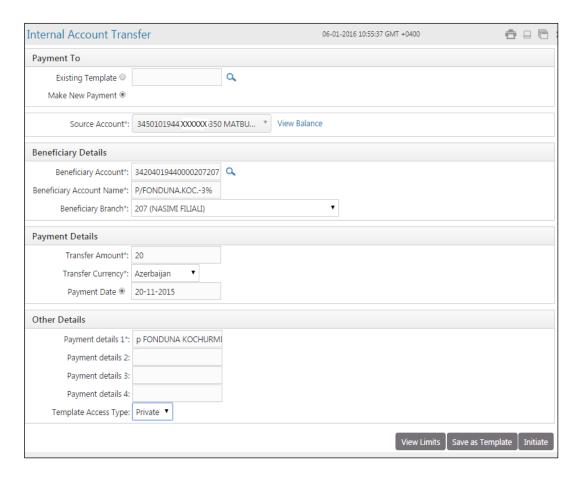
9. Make transfers within IBA.

9.1. This option enables you to make funds transfer to your counterparties holding accounts in IBA. To make the transfer, select Payments → Within Bank - internal Transfer on the main page.



9.2. The system displays the Internal Transfer page. Choose Existing Beneficiary (for Beneficiary template creation – see chapter 15 of this manual) or Make New Payment option. In case you chose the Existing Beneficiary, information will be populated from the template you have predefined. In case you chose Make New Payment, input the following information manually:





User Reference Type the user reference number.

Source Account Select the account number (IBAN) which is to be debited

for the transaction. Accounts linked to the user will be

available in the drop-down list.

Beneficiary Account Select the beneficiary account number (20 digit)

Beneficiary Account Beneficiary name will be populated automatically by

Name

system

Beneficiary branch

Beneficiary branch code will be populated automatically

by system

Transfer Amount

Type the amount to be transferred to the destination

account

Transfer Currency

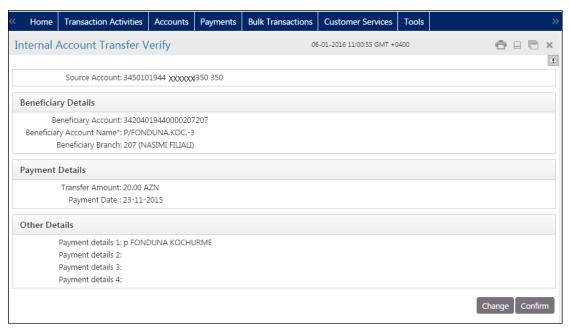
Select the currency from the drop-down list

Payment Details 1,2, Details of payment

3,4



9.3. Click the **initiate** button. The system displays the **Internal Account Transfer**Verify screen



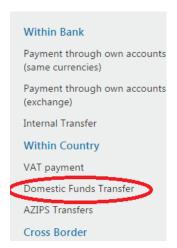
- 9.4. Press the **Change** button to navigate to the previous page and make changes or press **Confirm** button.
- 9.5. Systems displays status message:



9.6. Press the OK button. The system displays the Internal Transfer screen.

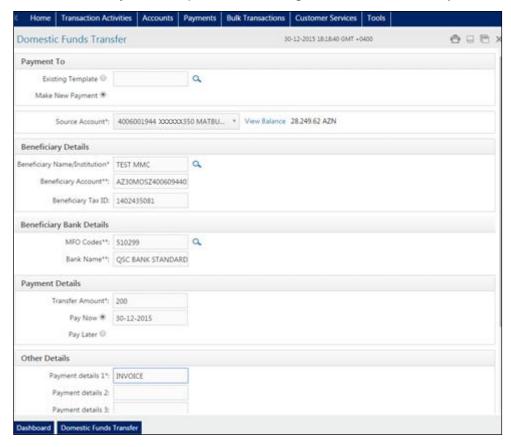
10. Make domestic funds transfer (XOHKS).

10.1. This option allows you to make transfers with amounts less than 40 000 AZN to your counterparties holding account in a local bank other than IBA through the XOHKS local clearing system. To transfer funds select Payments > Domestic Funds Transfer on the main screen.





10.2. The system displays the **Domestic Funds Transfer** page. Choose **Existing Beneficiary** (for Beneficiary template creation – see chapter 15 of this manual) or **Make New Payment** option. In case you chose the Existing Beneficiary, information will be populated from the template you have predefined. In case you chose **Make New Payment,** input the following information manually:



10.3. Beneficiary Details:

Beneficiary Name Type the beneficiary name in this field.

Beneficiary Type the beneficiary account number (IBAN)

account

Beneficiary Tax ID Type beneficiary tax ID

10.4. Beneficiary Bank Details:

In this section select the bank of the beneficiary by clicking \mathbb{N} button. When selecting a bank in the MFO Code Type field, all the remaining information will be populated automatically: **MFO Code**, Bank Name, Bank Address and City

When clicking the \(\bigcap \) button you can either select the bank from the list by scrolling it or search the bank with MFO Code or Bank Name.

10.5. Payment Details:

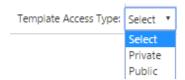


Transfer Amount Type the amount to be transferred from the source account.

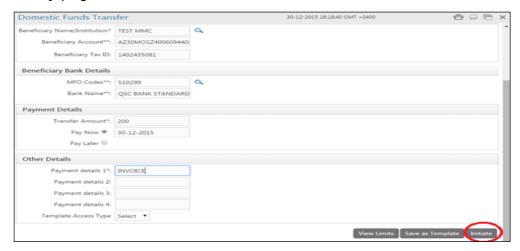
Pay Now
Chose to process the transaction immediately.

Pay Later
Chose to make the payment on future date and input the desired date in the Select date

- 10.6. Other details details of payment (4 lines).
- 10.7. **Template Access Type:** when creating a template, if you give acces rights only to the person creating this template you can choose **Private**. If you give access rights to several other users, you can choose **Public**.

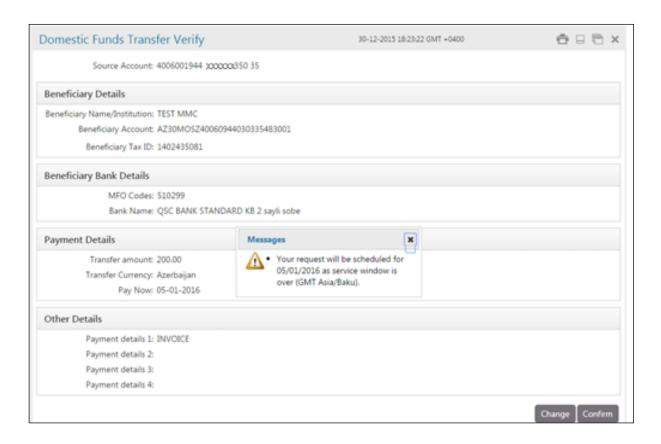


10.8. Click the Initiate button. The system displays the Domestic Funds Transfer - Verify page.



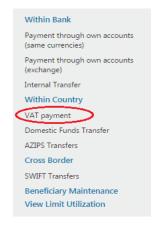
- 10.9. Verify the payment details and press the **Change** button to navigate to the previous screen and make changes or press the **Confirm** button.
- 10.10. System displays status message. Click the **OK** button. The system displays the new Domestic Funds Transfer Verify page.





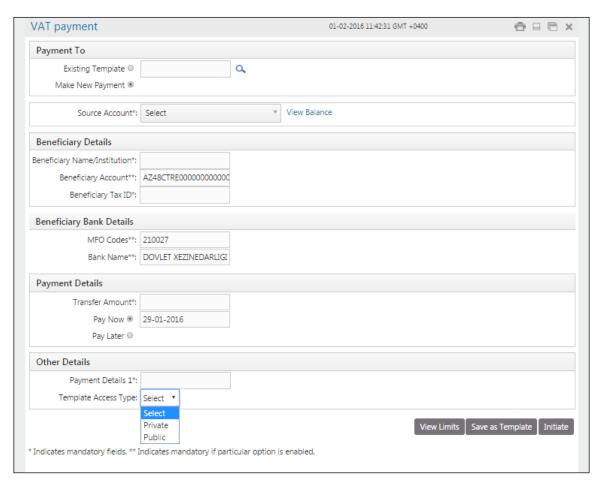
11. Make VAT payments (XOHKS)

11.1. This option allows you to initiate the VAT payment. To make VAT payment selectPayments > VAT payments on the main page.



11.2. The system displays the **VAT payment** page. İnput the following information manually:





Beneficiary Name Type the beneficiary name in this field.

Beneficiary Tax ID Type Beneficiary Tax ID

Source Account Select the source account number (IBAN) from the drop-

down list.

Transfer Amount Type the amount to be transferred from the source

account.

Beneficiary The State Treasury's deposit account (automatically

account filled by system)

Pay Now Click the Pay Now to process the transaction

immediately.

Pay Later Click the **Pay Later** to make the payment on future date

and input the desired date in the **Select date** field.

MFO Codes The bank code of State Treasury Agency (automatically

filled by system)

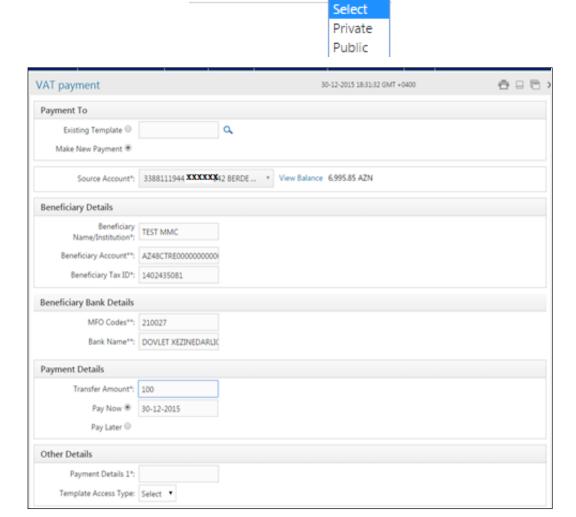
11.3. You can select button and choose date of payment.





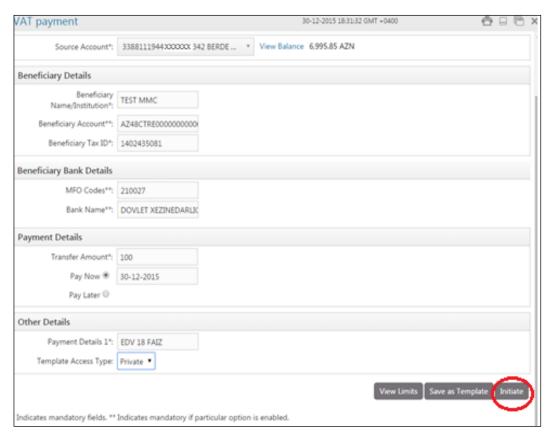
- Payment Details 1 Details of payment
- Template Access Type When creating a template, if you give using right only to the person creating this template you can choose Private. If you give using right to several other users, you can choose Public.

Template Access Type: Select ▼

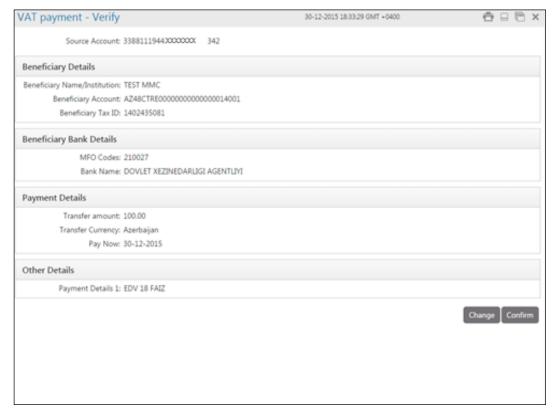


11.4. Press the **Initiate** button. The system displays the –VAT payment page.



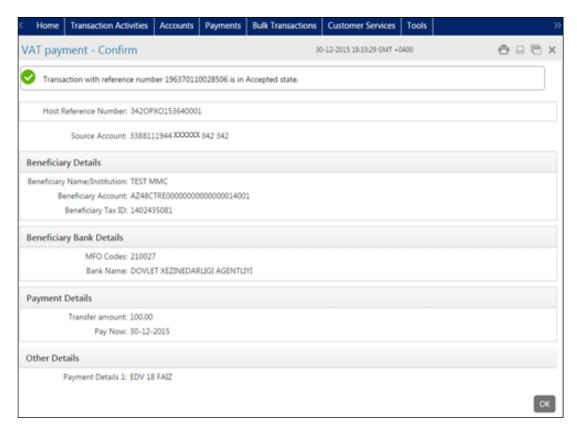


11.5. Press the **Change** button to navigate to the previous screen and make changes or press the **Confirm** button.



11.6. System displays status message.





11.7. Click the OK button to complete the operation.

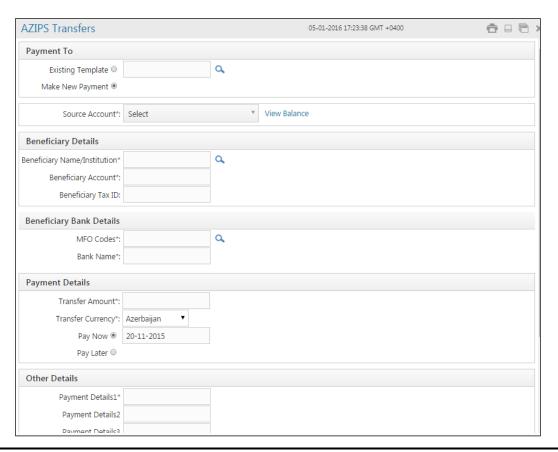
12. Make AZIPS transfers.

12.1. This option allows you to make transfers with the amounts exceeding 40 000AZN to your counterparties holding account in a local bank other than IBA through the AZIPS local clearing system. To transfer funds select Payments > AZIPS transfers on the main page.



12.2. The system displays the AZIPS Transfer screen. Choose Existing Beneficiary (for Beneficiary template creation – see chapter 15 of this manual) or Make New Payment option. In case you chose the Existing Beneficiary, information will be populated from the template you have predefined. In case you chose Make New Payment, input the following information manually:





12.3. Beneficiary Details:

Beneficiary Name Type the beneficiary name in this field.

Beneficiary Type the beneficiary account number (IBAN) in this field.

Account

Beneficiary TAX ID Type the beneficiary TAX ID.

12.4. Beneficiary Bank Details

In this section you can select the bank of the beneficiary by clicking button. When selecting a bank in the MFO Code field, all the remaining information populates automatically: **MFO Code**, Bank Name, Bank Address, City and Country. When clicking the button you can either select the bank from the list by scrolling it or search the bank in MFO Code or Bank Name.

12.5. Enter Payment Details:

Transfer Amount Type the amount to be transferred from the source account



Pay Now Click the Pay Now to process the transaction

immediately.

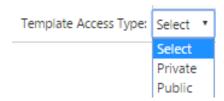
The system date is displayed in the adjacent field.

Pay Later Click the Pay Later to make the payment on future date.

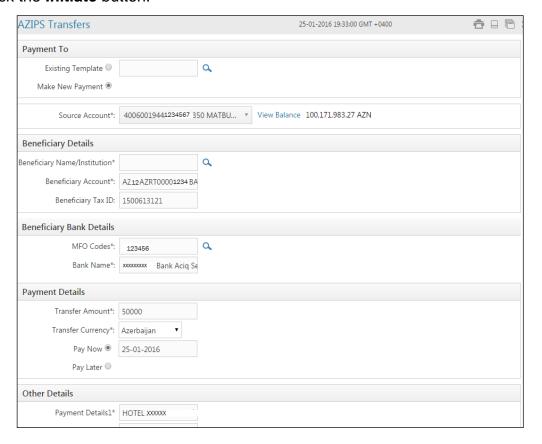
Select Date To input the desired date in the **Select date** in line



- 12.6. Other details Details of payment (4 lines).
- 12.7. Template Access Type: when creating a template, if you grant access rights only to the person creating this template you can choose Private. If you grant access rights to several other users, you can choose Public.



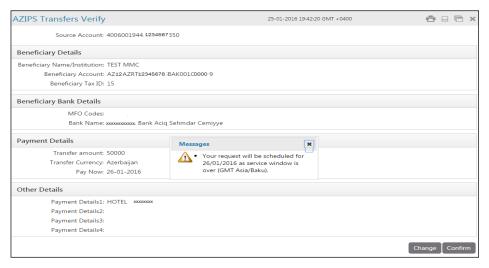
12.8. Click the **Initiate** button.





Payment Det	ails3					
Payment Det	ails4					
Template Access	ype Private ▼					
				View Limits	Save as Template	Initiate

12.9. Verify the payment details and press the **Change** button to navigate to the previous page and make changes or press the **Confirm** button.



12.10. System displays status message.



12.11. Click the OK button. The system displays the new AZIPS Transfers page.

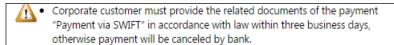
13. Make SWIFT Transfers

13.1. In order to make international transfers select Payments → Cross Border - SWIFT transfers on the main page.



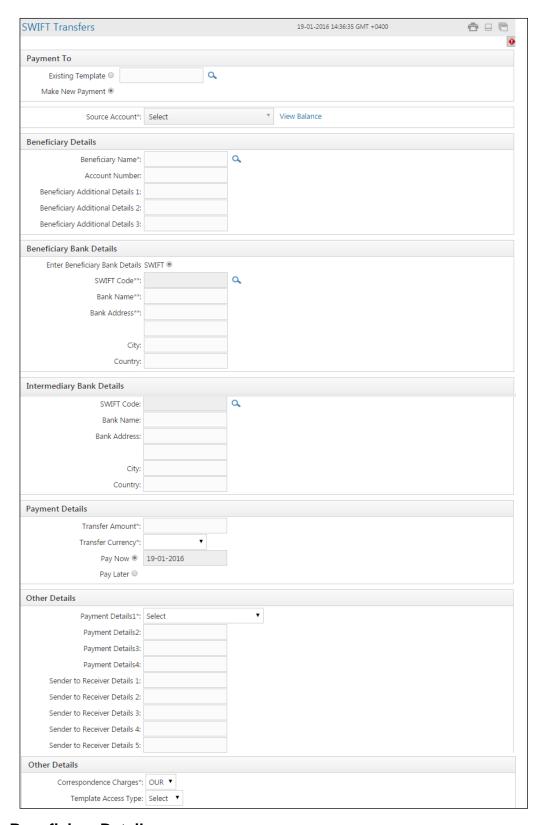


13.2. When you select **SWIFT transfers**, the following warning message appears on the screen.



13.3. In the next screen you can choose **Existing Beneficiary** (for Beneficiary template creation – see chapter 15 of this manual) or **Make New Payment** option. If you choose the Existing Beneficiary, information will be populated from the template you have predefined. If you choose **Make New Payment**, you will input the following information manually.





13.4. Beneficiary Details:

Beneficiary Name: Type the beneficiary name in this field.

Beneficiary Account: Type the beneficiary account number (IBAN) in this

field.



Beneficiary additional The additional details of beneficiary details 1,2,3:

13.5. Beneficiary Bank Details and Intermediary Bank Details

In this section you can select the bank of the beneficiary and intermediary bank details.

13.6. For beneficiary and intermediary bank details you can select \(\) button. When you select a bank, **SWIFT Code, Bank Name, Bank Address, City and Country** populates automatically.

Payment Details – in this section input the following information:

- **Transfer amount** Type the amount to be transferred from the source account.
- **Transfer currency –**automatically will be filled by system

Pay Now Click **Pay Now** to process the transaction immediately.

The system date is displayed in the adjacent field.

Pay Later Click **Pay Later** to make the payment on future date.

Select Date Input the desired date in the Select date in line



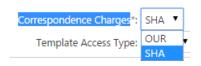
13.7. Other Details:

Payment Details 1,2,3,4 and Sender to Receiver Details 1,2,3,4,5 – In these sections you can select details of payment.

When you filling details:

- If you did not fill in all the details of payment in the previous 4 lines, you must enter /BNF/ symbol in the Sender to Receiver Details 1. // symbols should be added at the beginning of other lines and input details.
- If you did not enter receiver bank information in the previous 4 lines, you must enter **/ACC/** symbol in the **Sender to Receiver Details 1. //** symbols should be added at the beginning of other lines and input details.
- Correspondence Charges in this section you can select two option SHA and OUR.

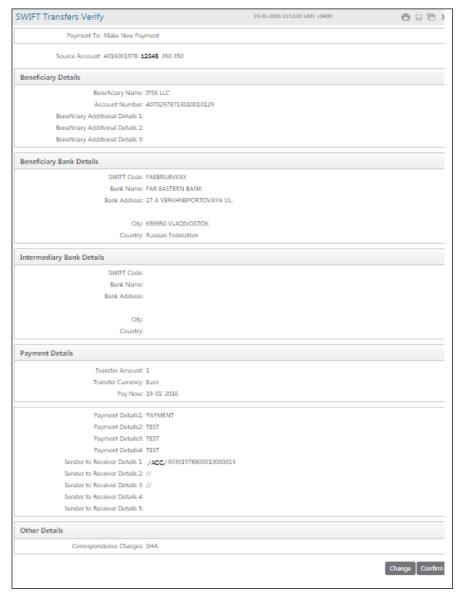




SHA—you will pay only our bank commissions.

OUR - you will pay our bank commissions and receiver customer's bank commissions.

- 13.8. Click the Initiate button.
- 13.9. The system displays the **SWIFT Transfer Verify** page.



- 13.10. Verify the payment details. Press the **Change** button to make changes or click **Confirm**.
- 13.11. System displays status message.

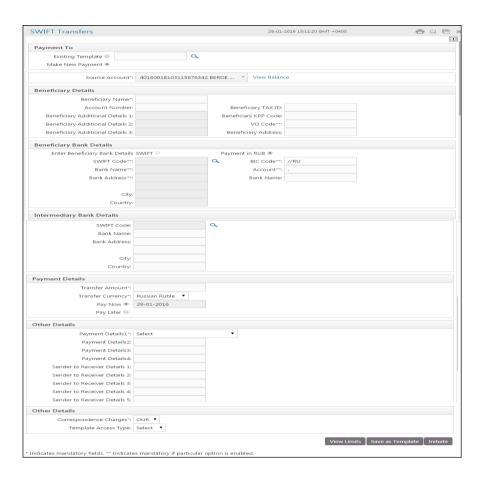


13.12. Press the **OK** button.



14. Make transfers in Russian rubles

- 14.1. In order to make transfers in Russian rubles see chapter 13.1,13.2 and 13.3 of this manual.
- 14.2. When you choose **Source account in** Russian rubles, necessary fields will be activated automatically by the system.



14.3. Beneficiary Details:

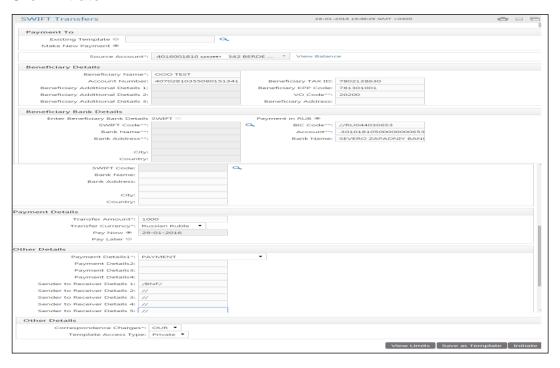
- **Beneficiary name** type the beneficiary name in this field;
- **Account number** type the account number of receiver;
- Beneficiary Tax ID
- Beneficiary KPP Code The Reason of Tax Registration (KPP) code, in Russian – "ΚΠΠ", is assigned to the taxpayer (the fee payer) – corporate in additional to the Identification Number of the Tax Payer (INN), as a result of their registration in the Tax Authorities of the RF. In accordance with the requirements of the Bank of Russia KPP, if assigned, must be indicated in the



- payment instructions to transfer the taxes, fees and other mandatory payments to the budget of the Russian Federation.
- VO Code The VO code indicates the purpose of payment. It consists of two letters and a five-digit number. The VO code must match the payment reason, which must also be specified in the payment order.
- Beneficiary address Address of receiver ;

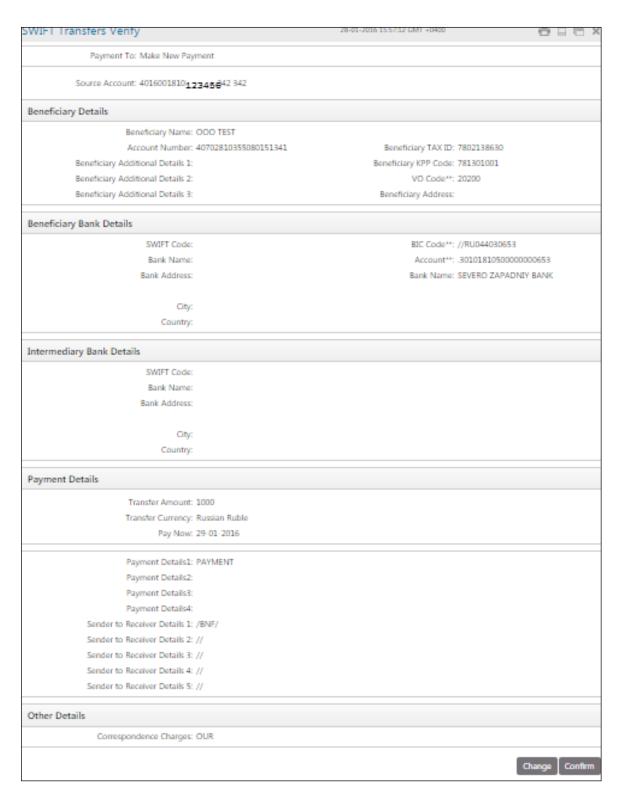
14.4. Beneficiary bank details:

- Bank Name;
- **BIC Code** Bank Identification Code (BIK), in Russian "БИК", is a unique code assigned to each participant of Local Clearing system of the Bank of Russia:
- Account account number
- 14.5. *İntermediary Bank Details and Other Details -* see chapter 13.5, 13.6 and 13.7 of this manual.
- 14.6. Click Initiate.



14.7. The system displays the **SWIFT Transfer Verify** page.





- 14.8. Click **Change** to navigate to the previous page and make changes or click **Confirm**.
- 14.9. System displays status message.

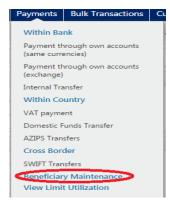


14.10. Click OK.

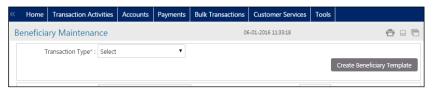


15. Beneficiary maintenance.

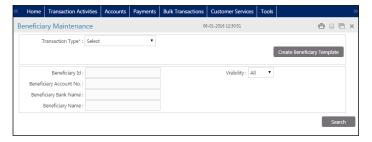
- 15.1. This option allows you to create, modify and delete the beneficiary which may be used as a template. You can add a new beneficiary as a template and then use it for payments that have to be made on a regular basis.
- 15.2. To add a beneficiary and a template select **Payments > Beneficiary**Maintenance on the main page.



15.3. The system displays the **Beneficiary Maintenance** page. Click **Select** button.



15.4. Input the following information (for AZİPS Transfers, Domestic Funds Transfer Internal Transfer Beneficiary):



15.5. Click Create Beneficiary Template button. You can create several templates.

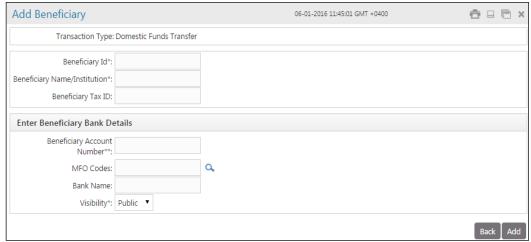


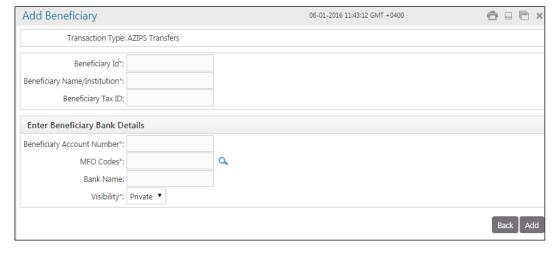
- 15.6. You can enter the following information:
 - Create Beneficiary template.
 - Transaction type you can choose transaction type from list:
 - İnternal Transfer Beneficiary;
 - AZİPS Transfers (AZİPS);



- Domestic Funds Transfer (XÖHKS).
- 15.7. After selecting the type of transfer, you can enter the payment information. (see chapters 7 -12)





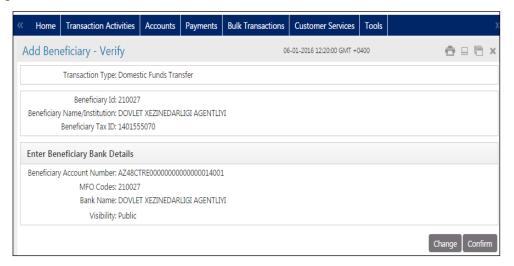


15.8. **Visibility** – In this selection you can grant other users access to work with the template. Select the customer account for making this operation. If you grant access rights only to the person creating beneficiary template chose **Private**. If you grant access rights to several users choose **Public**.





15.9. After entering the entire information click Add. The system displays the Beneficiary Maintenance - Add Beneficiary - Confirm page. Verify the beneficiary details, click Change to navigate to the previous page and make changes or click Confirm.



15.10. System displays status message.



- 15.11. In case you need to make any changes to the template click **Change**. If the information is correct, click **Confirm**.
- 15.12. Click **OK** to exit the menu.
- 15.13. To use the template choose the respective option from the **Payments** menu (for example **Domestic Funds Transfer**). Input the following information in the fields:



- Choose Existing Beneficiary option and select the relevant beneficiary from the list.
- Choose relevant payment template from the list.
- 15.14. System automatically fills in all relevant fields of the payment. To confirm the payment click **Initiate** button.



15.15. When you make new payment, the template can also be created. Before you initiate a payment, click **Save as Template** button.

16. Bulk payments input.

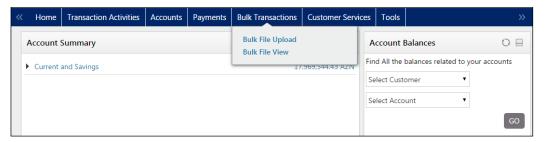
- 16.1. This option allows you to upload to the system multiple payments in one file.
- 16.2. You can collect all information about payments in one file and upload them in bulk.
- 16.3. For this purpose an Excel file containing the following columns should be created:

For XOHKS and AZİPS payments:

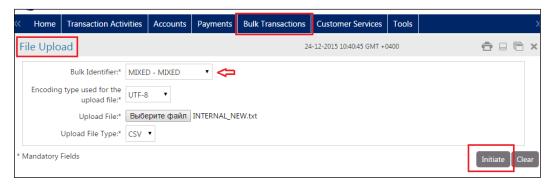
- DM Identification for domestic payments
- **Customer CIF code** (7 digits)* (example: 3388101944**9111111**120);
- Transaction date (8 digits day/month/ year)* (example: 30112015);
- Debit account (20 digits)* choose 20 digits from 28 digits IBAN account (for exp.
 - AZ62İBAZ**38010019449111111120**)
- **Branch code** (last 3 digits of account number);
- Transaction currency
- Transaction amount
- Transaction currency
- Technical parameter ("A" indicator)
- Beneficiary account number (IBAN 28 digits)
- **Beneficiary name** (35 digits)
- **Beneficiary Tax ID** (10 digits). If beneficiary doesn't have a Tax ID, please enter 10 times "0"
- Beneficiary bank code
- **Details of payment** (4 lines)
- Type of payment: AZİPS or XÖHKS (5 symbols).
- 16.4. For internal and own account transfers:
 - IN Identification for internal payments;
 - Customer CİF code (7 digits)* (example 33881019449111111120);
 - **Transaction date** (8 digits day/month/year)*, example: 30112015;
 - **Debit account** (20 digits)* choose 20 digits from 28 digits IBAN account (example: AZ62İBAZ**38010019449111111120**)
 - Debit account branch (last 3 digits of the account number)



- Transaction currency
- Transaction amount
- Transaction currency
- Technical parameter ("A" indicator)
- **Beneficiary account number** (20 digits)
- **Beneficiary branch** (3 digits)
- Beneficiary account currency
- **Details of payment** (140 symbols)
- 16.5. The Excel table should be saved in TXT or CSV format.
- 16.6. To input the Bulk payment select **Bulk Maintenance Bulk File Upload**.



16.7. System displays File upload screen.



16.8. In the **File Upload** page select the following

Bulk identifier - select "MİXED"

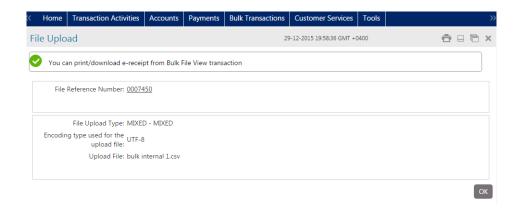
Encoding type used for the upload file - "UTF-8"

Upload file –select the file you want to upload,

Upload file type - select "CSV" format.

- 16.9. Click Initiate button.
- 16.10. The system displays the File Upload page. Click the OK button to exit from menu.



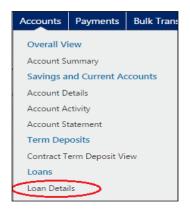


17. Bulk payments authorization

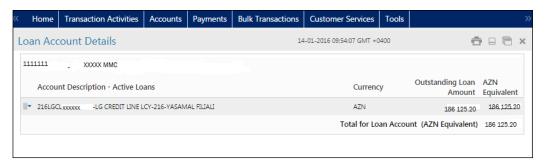
17.1. To authorize the bulk payments see chapter 21.

18. View loan details.

18.1. The Loan Details option allows you to view the details of your loan contracts. To view loan details select Loans > Loan Details.



18.2. The system displays the Loan contract Details page:



Customer Id Displays the customer IDs mapped to the user.

Account Number Displays the loan contract reference number

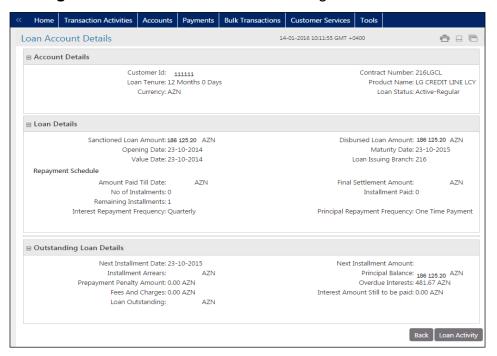
Description Displays the brief description of the loan contract.

Currency Displays the base currency of the loan contract.



Outstanding Displays the current balance of the loan contract Loan amount

- 18.3. Click the required account number to view the individual loan contract details. The system displays the Loan Account Details page. The page consists of three main parts:
 - Account details details of the account linked to the loan contract
 - Loan details details of the loan contract.
 - Outstanding loan details details of outstanding loan balance.



18.4. Account Details:

Customer Id the customer ID's linked to the user.

Contact number the loan reference number

Product Name the loan product name

Currency the base currency of the loan

Loan Status the current status of the loan t.

18.5. Loan Details:

Value Date the value date of the loan.

Maturity Date the maturity date of the loan.

Opening Date the opening date of the loan.

Loan issuing the loan issuing branch.

Branch



Interest Rate the interest rate of the loan

Principal the payment frequency of the principal amount.

Repayment

Frequency

Interest the payment frequency of the interests.

Repayment

Frequency

18.6. Outstanding Loan Details:

Principal Balance the outstanding balance of the loan principal

Overdue interests the overdue interests.

Next Installment the next installment date.

Date

Next Installment the next installment amount.

Amount

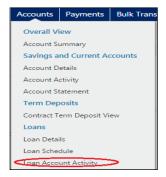
Outstanding the cumulated outstanding interests, fees/service

Interest charges and installment amount.

18.7. Click the **Back** button. The system displays **main menu** page.

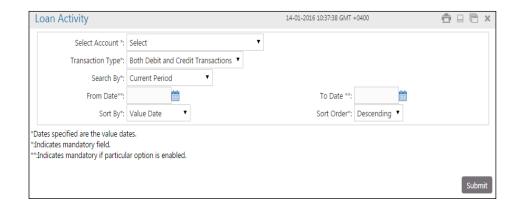
19. Loan account activity.

19.1. This option allows viewing the activity that has occurred in your loan account for a given period. To view Loan account activity, select Loans > Loan Account Activity.



19.2. The system displays the **Loan Activity** page where you can select the search parameters:





Select Account

Select the appropriate account from the dropdown list. This is the loan contract reference number for which you will view the activity/ statement.

Search By

Select the appropriate period to view the account activity.

The options are:

- Current Period
- Previous Period
- Specified Period (If you select this option, you can specify a date range using the From Date To Date lines.)

From Date

Select the start date of the period to view the account statement, from the calendar. Click the calendar and select the appropriate date. .

To Date

Select the end date of the period to view the account statement, from the calendar. Click the calendar and select the appropriate date.

Sort By

Select the appropriate type of sorting that you want to have for the statement from this drop-down list. You can sort the statement based on the transaction date, the amount or the value date.

The options are:

Transaction Date



Amount

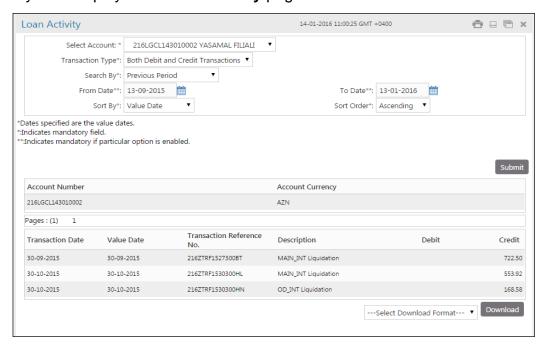
Value Date

Sort Order Select the appropriate sort order from the drop-

down list.

The options are:

- Ascending
- Descending
- 19.3. Select the appropriate options from the search screen and click the **Submit** button.
- 19.4. The system displays the **Loan Activity** page.



19.5. Loan activity screen displays following information:

Account Number the loan reference number

Account loan contract currency

Currency

Transaction Date the date of the transaction

Value Date the date on which the transaction has actually been

processed. This date could be different from the

transaction date.

Transaction transaction reference number.

Reference No.



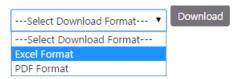
Description description of the transaction.

Debit the amount debited from the contract **Credit** the amount credited to the contract

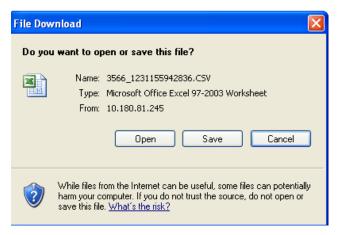
Pages Click on the numbers to navigate to the appropriate

page.

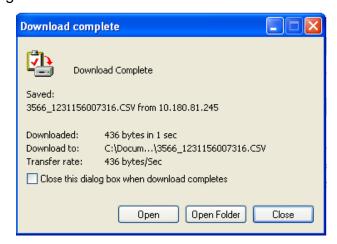
19.6. Select the appropriate format to download the activity statement from the dropdown list (Excel Fo rmat, PDF Format) and click the **Download** button.



19.7. The system displays the File Download message box. To open the file click Open button.



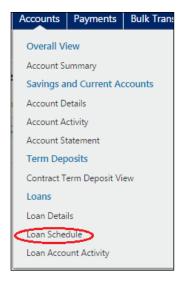
19.8. Click the Save button to save the file on computer. The system displays the Save As dialog box. Specify the name for the file and the location and click on the Save button. Once the download is complete, the system displays the Download complete message box.



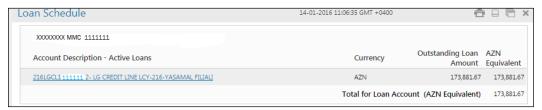


20. Loan Schedule.

20.1. To view your loan schedule select **Loans > Loan Schedule.**



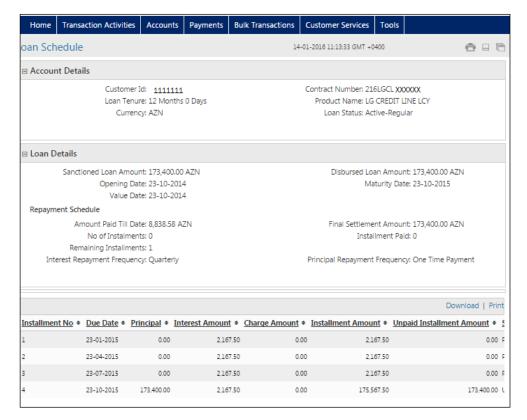
20.2. The system displays the **Loan Schedule** page.



- 20.3. To view the schedule of a particular account, click on the appropriate link under the Account Number line.
- 20.4. The system displays the schedule details of the loan in the Loan Schedule page.

 Opening page consists of two parts.
 - Account details
 - Loan details





20.4.1. Account details.

Customer ID 7 digit customer ID

Loan tenure Loan term (months and days)

Contract number Loan contract reference number

Currency Loan currency

Product Name The name of loan product

Loan status Loan status.

20.4.2. Loan details

Value date Loan transaction value dates

Opening Date The opening date of the loan

Disbursed Loan amount Disbursed loan amount

Maturity date Loan Maturity date

Remaining installments The number of remaining payments

Interest Repayment The frequency of interest repayment

Frequency (monthly, quarterly, etc.).

Principal Repayment The frequency of principal amount



Frequency repayment (monthly, quarterly, etc.)

Final settlement amount The final amount to be paid

Installment NoSequence number of the installment

Due Date Due date of the next installment.

Principal The principal part of the installment

Interest Amount The interest part of the installment

Charge Amount The charge applied

Installment Amount The total installment amount

Unpaid installment amount The total outstanding amount of the

installment

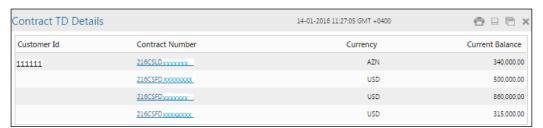
20.5. Click **Back** button to return to the previous menu.

21. View term deposit details.

21.1. To view your term deposit, select **Term Deposit – Contract Term Deposit View** on the main page.



21.2. System displays Contract TD Details page with the following information



- Customer ID -7 digits customer ID number
- Contract Number reference number of term deposit
- Currency- term deposit currency
- Current Balance-term deposit balance

To view particular deposit contract click on the contract reference number.

21.3. System displays Contract TD details screen.





- Customer ID 7-digit number of the customer;
- Contract Number The reference number of deposit;
- **Balance** The amount of the deposit;
- Currency The currency of deposit;
- Deposit Branch- Branch which opened a deposit account;
- Maturity Date The closing date of the deposit;
- Deposit amount The amount of deposit;
- **Interest rate** % The annual interest rate on deposits;
- Value date The opening date of deposit contract;
- Source account account from which the deposit is opened
- Deposit Term
- Outstanding Balance
- Interest Accrued to date

22. Authorise transactions.

- 22.1. While subscribing to InternetBank service you should chose the authorization scheme:
- 22.1.1. Automatic authorization –the transactions initiated to be authorized automatically by the initiator. There is no need to involve other users in authorization.
- 22.1.2. **Non-sequential authorization** transactions made by one user are to be authorized by other user/users. There are no hierarchical levels among the authorizing users. Example: User A initiated a transaction. Users B and C both have authorization rights. Authorization of the transaction could be done either



first by user B, then by user C, or first by user C, then by user B. There is no order in which the authorizers should follow each other.

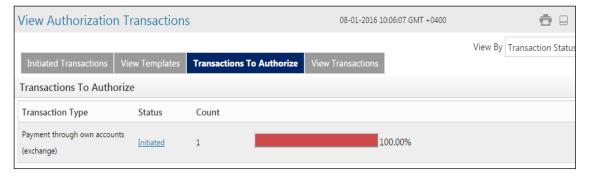
- 22.1.3. **Sequential authorization** transactions made by one user are to be authorized by other user/users. There are hierarchical levels among the authorizing users. Example: User A initiated a transaction. Users B and C both have authorization rights.
 - **Scenario 1**: User B has 1st level of authorization; user C has 2nd level of authorization. In this case, the transaction should be first authorized by user B, then by user C.
 - **Scenario 2**: User B has 2nd level of authorization; user C has 1st level of authorization. In this case, the transaction should be first authorized by user C, then by user B.
- 22.2. To authorize the transaction select **Transaction Activities Transactions** or choose **Pending for Authorization** on the main page.



22.3. Select **Transactions to Authorize.** System displays **View Authorization Transactions** screen.

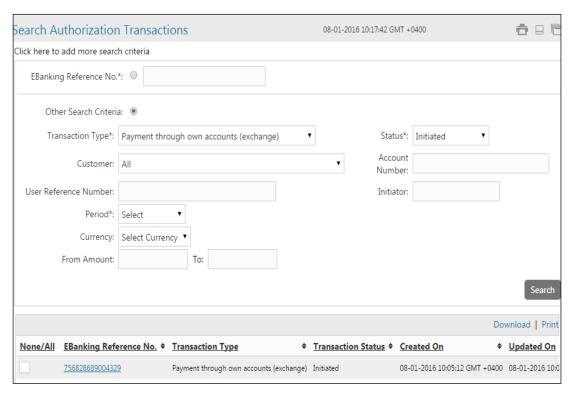


22.4. Transactions are grouped by transaction type.



- 22.5. Choose the transaction type from the list.
- 22.6. Search for transaction by several parameters.





- 22.7. Use the upside of the screen to begin the search.
- 22.8. To search transaction by its reference number click **EBanking reference No** button and enter the transaction number in the corresponding field.

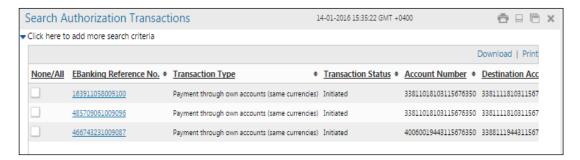


22.8.1. Click **Other Search Criteria** to search using parameters in the up side of the page:



- Transaction select the transaction type
- Status select the transaction status (Initiated, Semi-authorised, All)
- Period select the period (last 1 day, last 6 months, etc) or type precise start date and end date.
- 22.8.2. Click **Search** to find the transaction.
- 22.8.3. To authorize the transaction (or several transactions0 mark it and click **Authorize**.

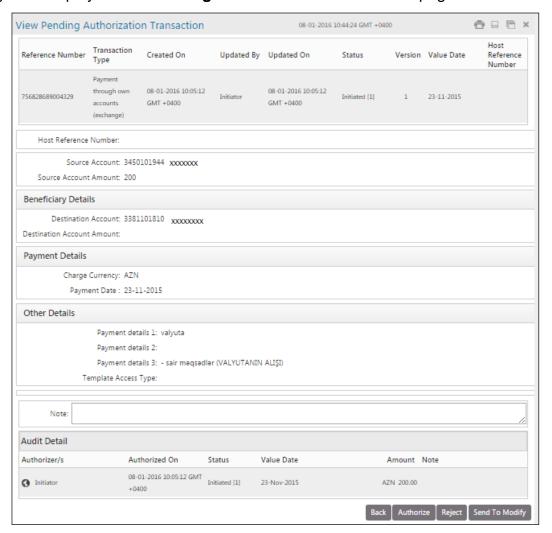




22.9. To view transaction before authorization, click the relevant transaction.



22.10. System displays View Pending Authorization Transaction page.



- 22.11. Click **Authorize** button to authorize transaction.
- 22.12. System displays Verify Transaction for Authorization page.

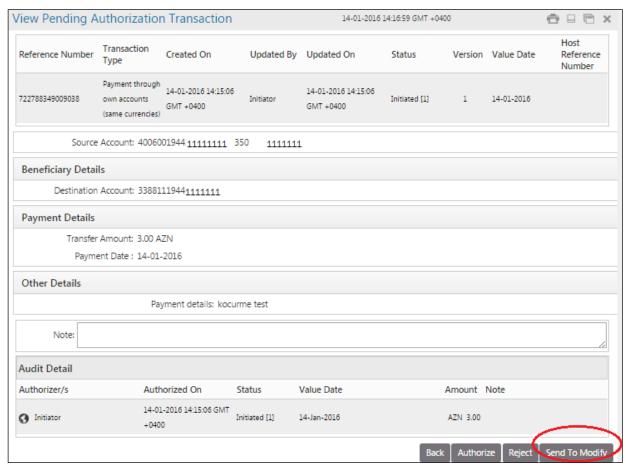




22.13. Click **Back** button to return to previous screen or click **Authorize** to complete authorization. System displays this status message:" **Transaction submitted** has been authorized"



- 22.14. Click **OK** to exit the screen.
- 22.15. If the transaction is wrong use **Send to modify** button in order to send it to the user for correction.
- 22.16. On the **Verify Transaction for Send to modify** page press Send to Modify button to confirm sending the transaction to initiator for further modification.



22.17. To reject transaction use **Reject** button.

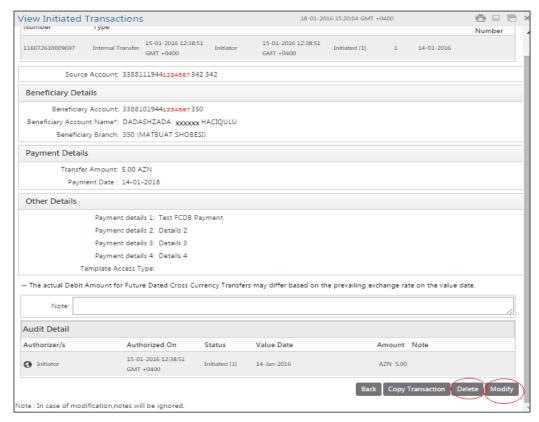




- 22.18. To return to the previous screen click **Back** button.
- 22.19. Authorising user can make the notes in the **Note** field.

23. Modify transactions

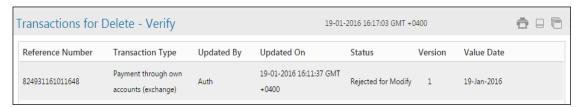
- 23.1. Transactions with status Rejected to Modify can be modified or deleted by initiator. To modify or delete transaction select Transactions Initiated transactions on the main page.
- 23.2. System displays the list of transactions.
- 23.3. To modify transactions with status Rejected to Modify search for the required transaction using relevant parameters (see chapter 22)
- 23.4. To delete transaction click **Delete** button, to return to the previous screen click **Back** button, to modify the transaction click **Modify** button.



23.5. If **Modify** button is used, after all necessary modifications press the **Submit** button.



- 23.6. Press the **Confirm** button to confirm the modification, or press the **Change** button to add more changes.
- 23.7. After the confirmation of modification the transaction is send back to authorization.
- 23.8. To delete transaction use **Delete** button. System displays **Transactions For Delete Verify** screen. Click **Delete**.



23.9. System displays status message.



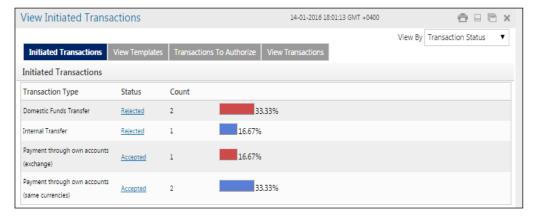
23.10. To exit the menu click OK.

24. View transactions.

24.1. This option allows you to view all transactions performed. To view the transactions select **Transactions Activity – Transactions**.



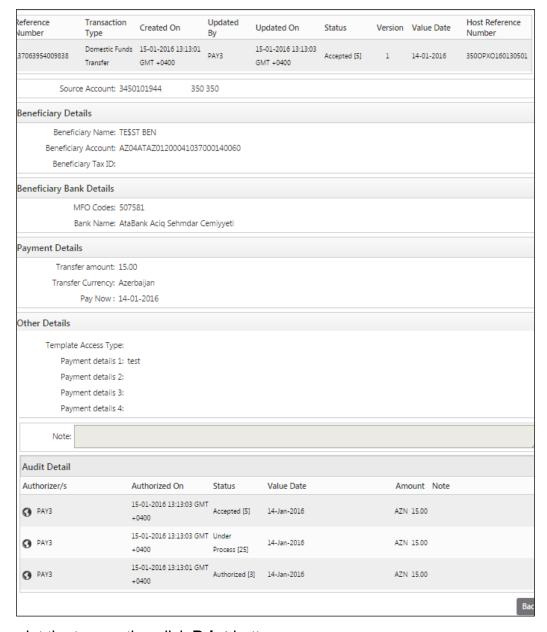
24.2. System displays **Initiated transactions** list.



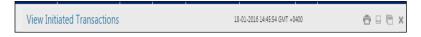
- Transactions transaction type
- **Status** status of transaction:
 - İnitiated
 - Rejected by Authorizer
 - Rejected for Modify
 - Accepted



- Sent to Host
- Rejected by Host
- Accepted by Host
- Semi-Authorized
- Count count of transactions.
- 24.3. To find relevant transaction use search parameters. (See chapter 22)



24.4. To print the transaction click **Print** button.



24.5. Click **Back** to return to the previous menu.

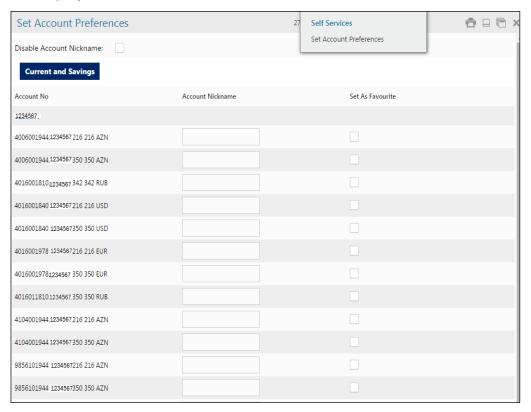
25. Additional services



25.1. **Customer Services – Self Services - Set Account Preferences –** this option allows you set account preferences and set as favorite.

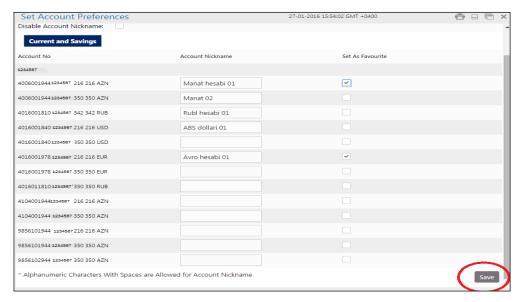


25.2. System displays **Set Account Preferences** screen.



- Account No;
- Account Nickname:
- Set as Favourite.
- 25.3. You can choose any name for account in section **Account Nickname. In Set as**Favorite section click button and **Save**.

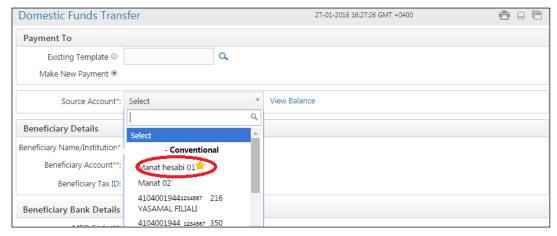




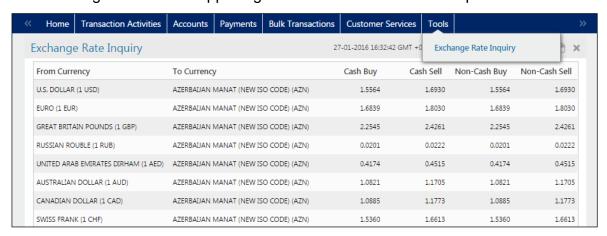
25.4. System displays status message.



25.5. When you make a new payment you can choose favorite account from list easily after this operation.



25.6. **Tools – Exchange Rate İnquiry –** this option allows you to view the daily exchange rates. Click upper-right corner on screen for this operation.





25.7. The system displays following information:

- From Currency;
- To Currency;
- Cash buy;
- Cash sell;
- Non-cash buy;
- Non -cash sell

