ERSTE CORPORATE NETBANK

USER MANUAL

Content

For assistance, please call Erste TeleBank on +36 1 298 0223 for small and medium-sized companies, +36 1 298 0222 for micro - companies, where our colleagues will be available after dialling the 6th menu item.

LOGIN

You must log in to use the service. First, select the login method you use. This can be a login password with SMS confirmation, but it can also be the Erste Business MobilBank or the ViCA application.

To do this, on the opening screen, enter your NetBank ID, your short name and your login password if you are logging in with a password, then press the "Login" button! If you give either a wrong user ID or wrong password, you will receive an incorrect data message. Be careful, because if you fail to enter your correct login password three times, you will be banned from the system! In this case, contact the bank at +36 1 298 0223 to clarify what needs to be done.

SMS ACCESS CODE

After successfully entering the login password, for your security, the system also sends a so-called access code via SMS to your mobile phone. Before starting to use the system, this access code must also be entered in the appropriate field on the screen. If you enter an incorrect access code, an information message will appear on the screen, and you will need to enter the code again. Please be careful when entering your password because you will be banned from the system after entering the access code incorrectly three times.

The access code is unique and, like the signature password, is only valid for 5 minutes, beyond this time the system will no longer accept the correct code.

BUSINESS MOBILBANK AND VICA

For Business MobilBank and ViCA you will receive a message on your phone. Click on the message, launch the mobile application, check the login details and approve the login. If the message does not arrive, start the application manually.

LOGOUT

Always exit the system using the "Logout" button. This can prevent unauthorized persons from accessing your data after you have finished using the service. *If you just close the browser, it is not enough to log out, always use the appropriate function for this!*

After a certain period of inactivity, your access will expire. Before the expiration, the remaining time of the session will be displayed on the "Logout" button.

SELECT LANGUAGE

In addition to Hungarian, Erste NetBank can also be used in English and German, which can be selected as desired.

To do this, after logging in, select the appropriate one from the flag icons (or the texts next to them) in the header on the right, and the system will switch to the desired language!

You can also choose the language when logging in, before entering the data, click on the flag corresponding to the language or on the text next to it!

FUNCTION SEARCH

You may not be able to find a particular feature on the site, even though you know its name exactly (or almost exactly). In such cases, the "Search" function can help you, with the help of which you can search for all the functions available to you. You can find the function on the right side of the header.
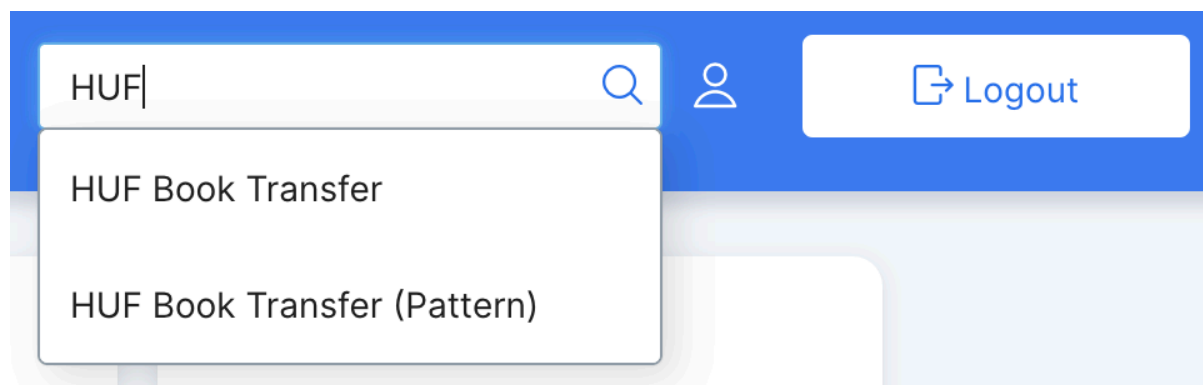
FILTERING AND SORTING

You can sort and filter the displayed data on many interfaces. Click on the appropriate column header to sort. By clicking on the header again, you can reverse the sorting direction. For mobile banking, select the sorting icon and select the column name and sorting direction.

To filter, select the filter label at the top of the table or the funnel icon. In the filter bar that appears, enter the text you are looking for in the field above the corresponding column and click the "Filter" button!

Complex filter NO   ▽ Filter ∧

| | | | from | to | ▾ | Filter |

You can also create complex filters. In this case, you can even enter different search criteria for several fields. You can even save these filters and use them again later.

CHAPTER II – INFORMATIONS

OVERVIEW

After logging in or by selecting the "Overview" menu, you can see the overview page of NetBank. The overview shows the important information for you on tiles of different types and sizes. The tiles are interactive, their content can be scrolled and clicked. Additional functions can be accessed with the help of some tiles.

January

5

Friday

⚙

Accounts

Account Number ⇅	Balance ⇅	Ccy. ⇅	
11600006-00000000-84703332	501 520,00	HUF	›

Current rate

MNB Rate ▾

	buy	sell
EUR	377,05	377,05
USD	352,75	352,75
CHF	391,03	391,03

10/11/2023 12:23:37

Üdvözöljük   ✕

az Erste Bank Vállalati NetBank demó verziójában!

Favourite Functions
- ✔ Account Balance
- ✔ Deposits
- ✔ Booked Transactions
- ✔ Hungarian Credit Transfer
- ✔ SEPA Credit Transfer
- ✔ Fixed Deposit
- ✔ NetTrader

⚙

Favourite patterns
- ✔ WOLF

⚙

Manage Packages

3

Go on

Mails: 2

✉

Go on

OVERVIEW CUSTOMIZATION

You have the option to adjust the information displayed on the overview page and its order according to your needs.

To do this, click the "Customize" button at the bottom of the page! The tiles on the page will start *to vibrate*, indicating that their order can be changed. Grab a tile and move it to another position. With the red icon that appears on the tile, you can delete that tile from the overview screen.
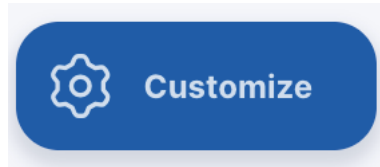
You can add new tiles with "+" button on the bottom of the overview page. Choose the desired tiles from the list and press the "OK" button! The newly added tile will appear at the bottom of the overview page. Grab it and move it to the desired location!
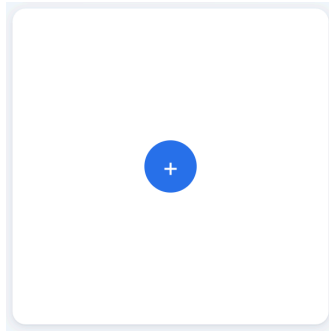
Press the "Done" button at the bottom of the page to finalize the overview page!

You have the option to restore the default tile layout. To do this, after pressing the "Customize" button, select the "Default" function at the bottom of the page!
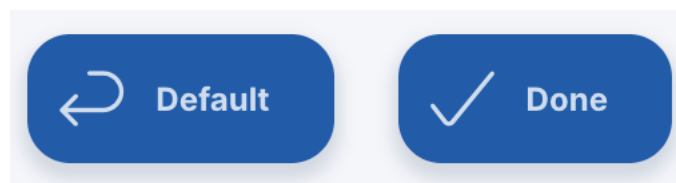
ACCOUNT BALANCE

You can request your current account balance in this menu item.

In the menu bar at the top of the screen, move your mouse pointer to the "Information" menu item, then click on "Account balance" from the menu items that appear.

The time of the balance will be displayed on the screen, below that will be the aggregated balances per currency and then the balances of your accounts per account. By clicking on the rows of the table, the details of the given account appear in a pop-up window.

Data content of the detailed account balance:

- Opening Balance

The general ledger balance of the account on the given date, as per the Bank's IT system upon the opening of the day. The general ledger balance is the amount on which the Bank pays deposit interest.

- Booked Amount

Sum total of the items settled in the account on the given day since opening (opening balance, debits and credits together).

- Reserved Balance

Amount of any already fulfilled, but not yet settled transaction connected to the account at the given moment (e.g. card transactions, loan repayment, transfers).

- Current Account Credit Line

Maximum credit amount that may be drawn under an agreement concluded in advance between the Bank and the customer.

- Available Balance

Balance available in the account at the given moment for the purposes of operations (executed at the Bank's branches, by bankcards, via TeleBank or Internet Banking).

Balance adjusted with the items of daily turnover, already fulfilled but not yet settled transactions (reserved balance), and the amount of any current account credit line.

Deposit accounts do not appear in the account balance, these accounts can be viewed among deposits.

By clicking on the aggregated balance per currency, you can automatically filter your accounts according to the given currency.

BOOKED TRANSACTIONS

You can request a list of completed daily transactions in this function.

Select the menu item "Information" in the menu bar at the top of the screen! In the sub-menu that appears, click on the "Booked transactions" menu item!

Booked Transactions
🕓 10/11/2023 12:22:45

ⓘ   Please select the account number!

				▽ Filter ⌄
Account Number ⇅	**Ccy** ⇅	**Account Name** ⇅		
11600006-00000000-84703332	HUF	DEMO számla1		›

The list of accounts on which transactions were booked on the current day will then appear. Only the details of the accounts that you are authorized to view are displayed. By clicking on the line of the given account, the daily transactions belonging to the account can be seen on a new page, and by clicking on these lines, their

details appear in a pop-up window. You can also print the contents of the pop-up window by clicking on the printer icon in the upper right corner.

If no items have been posted to your accounts on the given day, an information message will appear.

ACCOUNT HISTORY

In this menu item, you can retrieve the account history for a specific period.

In the menu bar at the top of the screen, move your mouse pointer to the "Information" menu item! From among the menu items that appear at that time, clicking on the "Account history" menu item will first display the date request window.

Account History

ⓘ   In the demo version always the same transactions are displayed.

ⓘ   Enter filtering criteria!

Account Number

| 11600006-00000000-84703332 HUF | DEMO számla1 | ▾ |

| Date interval | | Date ⓘ | |
| Optional ▾ | | 28/12/2023   📅 | 08/01/2024   📅 |

| Transaction Type | | Amount | |
| All ▾ | | from | to |

Account number of partner | Partner

Secondary identifier | Details

[Inquiry]

Here you must specify for which account and which period you want to see the account history. You can only query account history for one account at a time. Be sure to enter a maximum of 61-day period. If you enter an incorrect or incorrect start or end date, or an incorrect period, you will receive an error message indicating the nature of the error.

You can also narrow down the list of displayed transactions by specifying additional search criteria in the account history query. By specifying the lower and upper limit of the amount, you will see the items whose amount falls within the given interval. You can use the partner's account number to search for transactions related to a specific account number. By entering the name of the partner or the comments, you can even search for word fragments in the transactions.

You can also enter dates by clicking the calendar icon next to the date request field. You can then select the first and last day of the desired period in the pop-up calendar window.

ACCOUNT STATEMENTS

In this menu item, you have the option of retrieving an account statement for a specific day.

Select the menu item "Information" in the menu bar at the top of the screen. From the sub-menu that appears, click on the "Account statements" menu item!

You can specify in which interval you are interested in. The days for which an account statement or account statements are available for you are displayed under the interval selector. By selecting the day, the accounts for which an account statement was prepared on that day will be displayed.

MT940 STATEMENTS

In this menu item, you have the option of retrieving an MT940 extract for a specific day. The existence of the menu item is a condition of the contract with the bank.

Select the menu item "Information" in the menu bar at the top of the screen! From the submenu that appears, click on the "MT940 extracts" menu item!

The date request window will then appear. Here you must specify the date for which you want to see data. You must enter the date in year/month/day format with numbers (without periods or other separators). If you enter an incorrect or incorrect date, you will receive an error message indicating the nature of the error.

You can also enter the date by clicking the calendar icon next to the date request field. You can then select the desired date in the pop-up calendar window.

The requested statement will then appear, which contains its items grouped by account. Only the details of the accounts that you are authorized to view are displayed. In the right-hand field labelled "Extract date", the program indicates the date of preparation of the MT940 extract. By clicking on the row of the given account, the posted items of the account can be seen on a new page, and then clicking on these rows shows the details of the transactions in a pop-up window.

MT942 STATEMENTS

In this menu item, you have the option of retrieving the MT942 statement for that day. The existence of the menu item depends on you having a contract with the bank.

Select the menu item "Information" in the menu bar at the top of the screen! From the sub-menu that appears, click on the "MT942" menu item!

A summary of that day's statements will then appear in the breakdown by account number. Only the details of the accounts that you are authorized to view are displayed. By clicking on a line belonging to a specific account number, the identifiers of the corresponding items are displayed, from which a detailed description is displayed. It is possible to view the data of all items belonging to the given account using the "View all" button.

MANAGING NOTIFICATIONS

With the NetBank system, you can also manage notifications prepared for you. To do this, select the "Notifications" item from the "Information" menu item!

On the date request page that appears, you must specify the period in which you want to see notifications. Be sure to enter a maximum of 32-days period. If you enter an incorrect or incorrect start or end date, or an incorrect period, you will receive an error message indicating the nature of the error.

You can also enter dates by clicking the calendar icon next to the date request field. You can then select the first and last day of the desired period in the pop-up calendar window.

After entering the period, the notifications generated in the given period will appear. The list that appears only provides brief information about the notifications, including how many items they consist of. To view a specific notification, click on the line corresponding to the desired notification!

After this a new page will open with the content of the desired notification item by item. Where the mouse pointer changes to a hand icon above the lines, clicking on the lines of each item will display their details. With the "Back" button, you can return to the list of requested notifications at any time.

EXCHANGE RATES

You can view exchange rates for a specific day with this function.

Select the menu item "Information" in the menu bar at the top of the screen! In the submenu that appears, click on the "Rates" menu item!

Rates

	Buying rate ⇅	Middle rate ⇅	Selling rate ⇅
Ccy. ⇅	Buying rate ⇅	Middle rate ⇅	Selling rate ⇅
AUD	219,57	226,36	233,15
BGN	188,18	194,00	199,82
BRL	72,08	72,08	72,08
CAD	250,05	257,78	265,51

January 2024

Sun	Mon	Tue	Wed	Thu	Fri	Sat
	1	2	3	4	5	6
7	8	9	10	11	12	13
14	15	16	17	18	19	20
21	22	23	24	25	26	27
28	29	30	31			

Rate Type

Account conversion currency rate

Export

Select the day in the calendar that appears! You can select the exchange rate types available for the given day from the drop-down element, after which the exchange rate valid for the given day will automatically appear.

CHAPTER III – ORDERS

ORDERS, ORDER PACKAGES

You can enter orders in the "Orders" menu item. You can sign and send them individually, but you can also put them in a package. Depending on the type of order, these packages may even contain more than one order. You can sign and send one or more packages here at the same time, making it easier to manage a larger number of orders.

Orders that have the same header data form an order package.

NEW ORDER

Select the "Orders" menu item in the menu bar at the top of the screen to display the available order types. Click on the desired order type!

The form for the selected order is displayed. The button labelled "Patterns/Partners" can help you fill out the form from the buttons at the bottom of the page. By clicking on it, you can choose the content of which pattern to load from the table that appears. After completing the order, click the "OK" button! The order is then checked. If the check finds an error in form or content, the interface indicates it in the corresponding fields.

HUF Book Transfer
Creation

⚠ The order contains errors

Debtor information

Account to be debited

| 11600006-00000000-84703332 HUF | DEMO számla1 | |
| | | 501 520,00 HUF ▼ |

Scheduled Send Date ⓘ

05/01/2024   📅

Creditor data

Beneficiary Name

TEST CLIENT CORP

Account to be credited

[▼]

The field is empty.

Transaction information

Amount

[HUF]

The field is empty.

Debit Value Date

[📅]

Serial Number ⓘ

[   ]

Details

| Cancel | Create Pattern | Patterns | To pack | **Send now** |

If the given data is correct, choose whether you want to sign and send the given item immediately, or whether you want to add additional orders! If you want to sign immediately, press the "Send Now" button.

If you want to sign later, if you want to record additional orders or if several signatures are required for the given order, then select the "To Pack" button! Choose which package you want to place the order in! The "Save" button below the message directs you to the list of prepared orders, while by clicking the " Save and create new order" button, the empty form appears again, where you can enter a new order.

List of prepared orders

After creating the order packages, you have the option to view, modify, or delete them. You can also change the planned date when the package will be sent. The order packages must be signed before they are sent to the bank. You can put the prepared orders in a "common area", so they become available to the client program you use. The order packages must be delivered to the bank. You can perform all these operations in the "Orders" menu item.

Select the "Prepared Orders" menu item! Packages waiting to be signed and/or sent are displayed on the screen.

Prepared Orders

	ⓘ ⇅	✏ ⇅	◷ ⇅	Name of Order File ⇅	Order Type ⇅	Pcs. ⇅	Scheduled ↓	Account to be Debited ⇅	Total* ⇅	Ccy. ⇅	
☐				Decemberi HUF számlák kifizetése	Hungarian Credit Transfer	2	08/12/2023	11600006-00000000-84703332	15 801,00	HUF	⚬⚬⚬
☐				Azonnali átutalás teszt	Hungarian Credit Transfer	1	13/12/2023	11600006-00000000-84703332			
☐				Demo User 2023/12/08 14:16:46	Hungarian Credit Transfer	1	13/12/2023	11600006-00000000-84703332			

Filter ⌄   ✏ Sign → Send 🗑 Delete ⚿ Delete signatures

- 👁 View
- ✏ Modification
- 🗑 Delete
- ⚿ Sign order file
- 📅 Modify dates
- ⤷ Rename pack
- ⤴ To Common Area

ⓘ * The value of the Total field serves only as information.
Exchanges rates can significantly change between the execution of the calculation and the transaction.

If you click on any line, i.e. any package, you can see the contents of that package. The actions that can be performed on packages are displayed by clicking on the button on the right edge of the row.

VIEW ORDER PACKAGE

By clicking on the "View" button, you can view the selected order package.

If there is only one order in the package, the order is displayed immediately. In the case of packages containing several orders, you can see the data of the package, and the list of orders in the package in a table below. Click on the desired line in this list, then the details of the given item will appear on a new page. If there is a signature on the package, the list of signatories also appears below the table. The "OK" button redirects you back to the list of prepared orders.

MODIFICATION OF ORDER PACKAGE

The items of the packages containing the order can be modified. By clicking on the "Change" button, the table disappears and the list of orders of the current package appears in its place (if the package contains several orders). Here, by clicking on the row of the selected order, the order will appear, where you can change the data. By clicking the "Delete item" button, the order is deleted. If you change the data of the header of the order, the order may be transferred to another package or, if there is no package corresponding to the header data, a new package will be created, and you will receive a message about this after the change. If there is only one order in the package, the order is displayed immediately, and the data can be modified.

After pressing the "OK" button, the system checks the form and content of the order again. If there was an error in the item, a list of the error or errors will be displayed, and they can be corrected here. If there was no error, either one of the above-mentioned messages or a list of orders will be displayed immediately. *This operation can only be exited with the "OK" or "Cancel" button! Otherwise, you cannot use the package until you log out of the system. To click on another menu item, link, etc. it's not allowed!*

DELETE ORDER PACKAGE

Deleting an order package means deleting all orders in the package. Select the order you want to delete and answer yes to the confirmation question! The deletion of the package is final, after which the package cannot be restored!
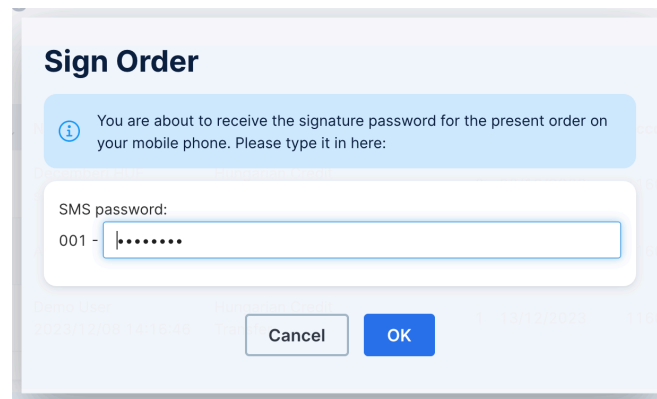
SIGNING OF THE ORDER PACKAGE

You must sign the prepared order packages before sending them to the bank.

On the "Prepared orders" interface and select the "Sign" function at the top of the table! In the case of an SMS signature, check the content of the received SMS, enter the code received in the SMS on the interface, and then click the "OK" button! If you use MobilBank or ViCA, you will receive a notification on your phone. Click on the message, check the data received on the application interface and, if they are correct, approve the operation in the application. If you don't get a notification, start the app manually!

Sign Order

ℹ You are about to receive the signature password for the present order on your mobile phone. Please type it in here:

SMS password:

001 - ••••••••

Cancel   OK

A signed package cannot be modified and only a signed package can be sent to the bank.

If you only want to sign one package, you can do so by clicking on the right button in the row of the given package and selecting the "Sign package" function from the buttons that appear.

This operation can only be exited with the "OK" or "Cancel" button! Otherwise, you will not be able to perform any further operations with the packages displayed in the list until you log out of the system. So do not click another menu item, link, etc!

SEND ORDER PACKAGE

On the "Prepared orders" interface and select the "Send" function at the top of the table!

If you want to send just one package, you can do so by clicking on the right button in the row of the given package and choosing the "Send package" function from that appears. (This button is only available if the given package has enough signatures.)

If all orders in the package have been accepted by the bank, a confirmation message is displayed, and the package is deleted from the list of orders. You can find more information about sent orders under the "Statuses of transactions" menu item. If the submitted package contains orders that were not accepted by the bank, a message will appear containing the list of rejected orders and the reason for the rejection. In this case, the package will still remain in the order list.

The connection with the bank may be lost during submission. In this case, the application will check the status of the order packages in question at the next login. If they have not been sent to the bank, they will appear in the list of Prepared Orders. If the transfer was successful, you will find information under the "Statuses of

transactions" menu item. If it was not possible to clarify what happened, you will receive a message about this and what needs to be done.

MODIFYING THE SCHEDULED DATE OF ORDER FILES

You have the option to change the planned sending date of the already prepared order package.

On the "Prepared orders" interface, click on the row of the appropriate package in the table of order packages, and click on the "Redate" button from among the buttons that appear! (This button is only available if the given package is not signed and is not faulty.) In case of an incorrect or incorrect date, a message indicating the nature of the error is displayed. If the date is correct, the package ID and the planned date of dispatch for all orders in the package will change according to the change.

TRANSMITTING ORDERS TO AND TAKING OVER ORDERS FROM CLIENT PROGRAM

It is possible for customers using the Client Program as well as Internet Banking to manage their orders from both programs. This end is served by a common area accessible from both programs, where order files can be transmitted (or taken over from) by both programs.

If you want to deposit an order file in the common area, click on Order Files in the left-hand side of the screen, then on the List of Orders option.

In the right-hand side of the screen, the list of your orders shall appear in a table. Among the buttons below the table, you can find the To Common Area button. Select the desired order file in the table, then click on the button. After the operation is completed, the label 'On Common Area' shall appear beside the selected order, and the line shall be greyed.

When a file is placed in the common area, the signatures attached to the orders shall remain, and the file can be sent to the bank from either the Client Program or via Internet Banking.

Orders signed with SMS password (as well) cannot be placed in the common area, because these signatures shall remain valid only for a restricted time, and they must be forwarded to the bank as soon as possible.

If in the list of order files, you select an order file available 'On Common Area', the Take over button shall appear below the table. By clicking on it, the order file shall be taken over, to be managed by the Internet Banking program.

IMPORTING ORDER PACKAGES

In the "Prepared orders" menu item by clicking the "Import" function allows you to import the order package stored in a file on the computer. The system knows different import formats, you can find help about them on the import screen.

Click this button! On the page that appears, select the file you want to import. Based on the file extension, the system tries to figure out what type of file it is. If it encounters an unknown file type, it sends a warning, but you have the option to explicitly define the type of import file using the drop-down list labelled "Format".

Import File

File to Import		Format	
pain6-dve-huf.xml	Browse...	ISO20022 (pain.014) format (*.XML) ▾	
			Import

ⓘ There is no specific information available for the selected import format.

If the import is successful, the name of the package or packages that were created during the import will be displayed on the page. During import always new packages are created, items are never added to existing packages. These packages must then be signed and sent to the bank in the same way as manually recorded ones.

If the import fails, a list of errors found in the package is displayed. These should be corrected in the import file and the import should be attempted again.

Attention! The imported file is not deleted by the system after a successful import, so it is possible to import the same file multiple times. For this reason, the import must be done carefully, to avoid possible multiple recording and sending!

During import, the browser sends the file you selected to the bank's server. The file travels on an encrypted channel, unauthorized parties cannot access it.

However, there may be software that prevents this from being sent. If you experience an error during the import, check the firewall programs running on your computer and the Internet and proxy settings of your browser, or contact your network administrator!

ELECTRA ISO20022 IMPORT FORMAT

You can find a description of the Electra ISO20022 import format here.

DEPOSITS

Here you can view detailed information about your deposits.

The time of the request is displayed on the right side of the screen, and the data of the deposits in a table below. The table contains the following data:

- Deposit account number
- Name of the deposit account
- The type of binding
- The committed amount (including currency)
- Deposit turnover/expiration date

By clicking on a line in the table, you can view the details of the selected deposit.

By pressing the button at the end of the line, you can find the actions that can be performed on the given deposit.

With the button at the bottom of page, you can initiate a new deposit.

AUTHORIZATION FOR DIRECT DEBIT

The "Collection Orders" located in the menu item "Orders" function you can view your current authorizations that you have given to a service provider for group direct debit. You can also grant new authorizations, but also view the ones that are no longer valid.

Your current authorizations will then be displayed. By clicking on the lines of each authorization, you can view, modify, or delete the given authorization. If you have chosen to view, the "OK" button at the bottom of the new page will return you to the list of authorizations.

STANDING ORDERS

You can use this function to view your standing, i.e., periodically recurring orders, and issue new standing orders.

Click on the "Standing Orders" menu item!

Your current standing orders will then appear. By default, only your active authorizations will be displayed. If you are also interested in your older, expired authorizations, you can display them using the filter function on the table.

OUTGOING PAYMENT REQUESTS

With the Outgoing payment requests function, you have the option to view your outgoing payment requests.

The first step is to query outgoing payment requests. In the query, it is possible to filter by date and status.

The list is displayed in a table, with one outgoing payment request per line. Here you can read the name or secondary identifier of the partner, the payment deadline and validity period, its current status, the amount and the date of creation.

INCOMING PAYMENT REQUESTS

With the Incoming payment requests function, you have the option to view your incoming payment requests.

The first step is to query incoming payment requests. In the query, it is possible to filter by date and status.

The list is displayed in a table, with one incoming payment request per line. Here is the name of the beneficiary, the payment deadline and validity period, its current status, the amount and the date of creation.

CHAPTER IV – STATUSES OF TRANSACTIONS

ORDER FILES SENT

By specifying a start and end date, you can request a list of a given type of order packages submitted in a given period and the bank status of the orders in the packages.

Select the "Order files sent" submenu of the "Statuses of transactions & Blocked amounts" menu item!

The period is requested on the page that appears. Here you must specify for which order type and which period you want to see the bank statuses. Be sure to enter a period of up to 31 days! If you enter an incorrect or incorrect start or end date, or an incorrect or incorrect time period, you will receive an error message indicating the nature of the error.

Order Statuses

Date interval	Searched period: ⓘ		
Optional ▼	28/12/2023 📅	05/01/2024 📅	Inquire

ⓘ In the demo version the same data are displayed, regardless of the time interval. Transactions submitted while using the demo will not appear here.

▽ Filter ⌄

Name of Order File ⇅	Order Type ⇅	Send Date ↑	pcs ⇅	Account Debited ⇅	Amount ⇅	Ccy. ⇅	
Próba csomag 2	HUF Book Transfer	06/12/2023	2	11600006-00000000-84703332	93,00	HUF	>
Proba teszt csomag 1	Hungarian Credit Transfer	06/12/2023	2	HU11 1160 0006 0000 0000 8470 3332	90,00	HUF	>

After entering the correct period and the type of order, a list of order packages of a given type submitted in the given period will appear. By clicking on the given line, you can view the sent order package. If the package contains several orders, a new page will show the list of orders in the package in a table, below that a new table will show the name, time, and date of signatures. Here, by clicking on the row of each order in the first table, the order will appear on a new page with all its details. If the package contained only one order, the "View" button leads directly to the details of the order.

If status information is available for the package, it will also appear here. With this, you can check the status and completion of the transaction you submitted.

PENDING TRANSFER ORDERS

If, for example, there is no cover on the account to be debited to complete a submitted transfer, the bank will hold the orders for a certain period of time (in accordance with the contract with the bank) as a pending transfer due to a lack of cover. In the case of transfers for which the value date field is filled in the order and the debit date has not yet arrived, the bank will hold the orders as a pending transfer due to the value date.

Select the "Pending orders" submenu of the "Statuses of transactions & Blocked amounts" menu item!

A list of pending transfer orders will then appear, in which you can click on each line to see the details of the given orders.

RESTRAINTS

You can view the details of the current restraints on your accounts here.

Select the "Restraints" submenu of the "Statuses of transactions & Blocked amounts" menu item!

Then you will see all active restrains. If you don't have any locks, you will be informed by a corresponding message.

CHAPTER V – MANAGEMENT OF PATTERNS AND PARTNERS

PATTERNS

An order contains a relatively large amount of data, but it is not uncommon for the operation to be repeated at certain intervals with the same (or mostly the same) data. Patterns help you prepare orders quickly. In terms of its form, the pattern is an order - usually not completely filled out. When entering orders, the previously prepared patterns can be called up, and then only the value of the blank field in the pattern needs to be entered.

Click on the "Patterns & Partners" menu item in the menu bar at the top of the screen! By clicking on "List of patterns" from the drop-down submenu, the table that appears contains the list of patterns. After selecting any line - i.e. pattern - you can use the buttons below the line to view, modify or delete the pattern.

A new pattern can be created with the "Enter new pattern" button at the bottom of the page, in a similar way to entering orders. They differ in that fields are not checked when creating a pattern, and certain fields - such as the value date or the amount - cannot be filled in.

SETTING FAVORITE PATTERNS

You can mark your frequently used patterns as favorites. Your favorite patterns are displayed on the favorite patterns tile in the overview, so you can easily start orders from them with one click.

★	Type	Pattern Name
⭐	Hungarian Credit Transfer	WOLF

To mark a pattern as a favorite, click on the star icon in the list of patterns! The star for the pattern marked as a favorite turns yellow.

EXPORT PATTERNS

In the list of fixed patterns, it is possible to export patterns of the same type. During the export, a file in CSV format is created from the patterns corresponding to the selected order type, which can be loaded with, for example, Excel. Each line in the file corresponds to a pattern.

After the patterns are exported, the patterns are not deleted, they remain available in the system.

IMPORT PATTERNS

In the list of fixed patterns, it is also possible to import patterns of the same type. During the import, patterns prepared in a CSV format file can be loaded into the system.

On the "List of patterns" page, click on the "Import" icon located above the upper right corner of the interface! On the page that appears, select the file you want to import. Based on the file extension, the system tries to figure out what type of file it is. If it encounters an unknown file type, it sends a warning, but you have the option to explicitly define the type of the import file using the drop-down list.

In the case of a successful import, a list of recorded patterns is displayed, which already includes the patterns just imported, but in the case of an error, a message is displayed about the nature of the error or errors.

The imported file is not deleted by the system after a successful import, so it is possible to import the same file multiple times.

PARTNERS

Partners can include your business partners to whom you regularly transfer money. Unlike patterns, a partner is not a partially completed order, but only a collection of the partner's data. One partner, on the other hand, can be used in several different types of orders.

Click on the "Patterns & Partners" menu item in the menu bar at the top of the screen! By clicking on "List of partners" from the drop-down submenu, the table that appears contains the list of partners. After selecting any row - i.e. partner - you can use the buttons below the row to view, modify or delete the partner.

You can create a new partner with the "Enter new partner " button at the bottom of the page, by filling out the form that appears.

EXPORT YOUR PARTNERS

On the list of registered partners, it is possible to export partners. During the export, a file in CSV format is created, which can be loaded with, for example, Excel. Each line of the file corresponds to one partner.

After exporting the partners, the partners are not deleted, they remain available in the system.

IMPORT PARTNERS

It is also possible to import it into the list of fixed partners. During the import, partners prepared in a CSV format file can be loaded into the system.

On the partners page click on the "Import" icon located above the upper right corner of the interface! On the page that appears, select the file you want to import. Based on the file extension, the system tries to figure out what type of file it is. If it encounters an unknown file type, it sends a warning, but you have the option to explicitly define the type of the import file using the drop-down list.

In case of a successful import, a list of recorded partners is displayed, which already includes the partners that have just been imported, but in case of an error, a message is displayed about the nature of the error or errors.

The imported file is not deleted by the system after a successful import, so it is possible to import the same file multiple times.

CHAPTER VI – MESSAGES

From time to time, the bank may send you various messages. These messages can be viewed and managed in the "Messages" menu item.

It is possible that the bank will send you an SMS notification of the arrival of a new message.

READING LETTERS

In the "Messages" menu item, a list of messages sent to you will appear. The list contains the subject of the letter and the time of arrival, and a paper clip icon indicates if the letter contains attachments. New, unread letters appear in bold. If you do not have a message yet, you will be informed about it.

When you select the menu item, the system automatically checks whether you have received new messages, so you will always see the latest status.

To read a letter, click on the appropriate line in the list, then press the View button! The contents of the letter and its attachments, if any, are then displayed. To view an attachment, simply click on the attachment name.

You can return to the list of letters by pressing the "OK" button.

DELETE LETTERS

You can delete the emails you no longer need from the list of emails. To do this, select the emails to be deleted from the list (even several at once), then press the "Delete selected messages " button! If you want to delete just one letter, you can do so by selecting the "Delete" button from among the buttons that appear when you click on the current line.

Be careful, because the letters are permanently deleted, there is no way to restore them later!

SENDING A LETTER TO THE BANK

If you would like to send a message to the bank, you can do so most quickly by clicking on the "Compose mail" link at the bottom of the screen. As with orders, you must sign the letters, and here you can also use the functions of immediate submission and package management.

CHAPTER VII –ADDITIONAL OPERATIONS

VIEW LOG

The system offers the user the opportunity to request a list of all instructions and commands initiated in Erste NetBank. The list can be used to track events that occurred during the use of the service, for example when and which user entered the program or initiated a transfer. To view the log, select the menu item "Show log" under the "Custom settings & data" menu!

SET ACCOUNT NAMES

With the help of this function, we can name our own accounts, which can be distinguished from each other more easily. If we give an account its own name, it will be shown in the balance, statement, orders, etc.

In the "Administration operations", click on the menu item "Set account names".

Set Account Names
Creation

(i) Leave the name field emty to restore the original account name!

Scheduled Send Date (?)

05/01/2024

Accounts

Account Number	Account Name	Original name of the account
11600006-00000000-84703332 HUF		DEMO számla1

Cancel   To pack   **Send now**

The number, currency and name of the customer's accounts are displayed on the screen. On the right-hand side, each account has an input field for entering a new name for the account. Type the desired name in the appropriate field! With the "OK" button at the bottom of the screen, you can initiate the recording of the specified names. The function is actually an order, so a valid user signature is required to register the given names.

Please note that if you leave an account name blank, the original bank name will appear in place of the account name after the order is submitted!

SECONDARY IDENTIFIERS

You can view and manage your secondary IDs by selecting the Manage Secondary IDs function.

Secondary identifiers are retrieved first.

The list of secondary identifiers is displayed in a table, one per line. Here you can see the secondary identifier itself, its type, the corresponding account number, and the date of expiration of the identifier.

Select the Administrative actions menu item, then click on the Secondary identifiers sub-menu item! The interface shows a list of secondary identifiers.

With the New registration action, you can register a new secondary identifier for one of your accounts.

CHAPTER VII – EXPORT

In the system, it is also possible to export certain displayed data. During the export, the data is created in a fixed format file, which you can store on your computer with the help of your browser.

Important! When using the export function, your financial data - depending on the settings of your computer - are transferred to files that can be accessed by others. In order to protect your data, make sure that unauthorized people cannot access these files, and if possible, avoid using the export function on an unknown machine!

CREATING AN EXPORT FILE

If it is possible to export the information you are viewing, you will find an icon indicating this at the top of the page. Click on this!

After clicking, a small window will appear containing the export formats in which the current data can be saved. To create an export file in the appropriate format, right-click on the name of the appropriate format and select the "Save link as" menu item! Then choose which directory and name you want to save the file to.

If you click on the given format with the left mouse button, the browser will try to open the file immediately based on the extension of the export file name according to the settings of your computer. If you can't find a viewer for that extension, you'll be offered the option to save it, but you might want to view it with a program that can't understand this file, so you should always use the right-click version.

For a description of the given export format, click the information icon next to the format name.

To close the small window containing the list of export formats, click on the "x" icon in the upper right corner of it!

CHAPTER IX – EXTRA FUNCTIONS

Erste NetBank also includes some functions whose availability is subject to certain conditions. You can also access these services from the menu. Only those services that you are authorized to use are displayed in the menu.

CUSTODY

Erste NetBank also offers the opportunity to manage activities related to securities.

For all sub-functions except securities receipt/launch, you must enter a Clavis client and date/period to retrieve the information. After that, by clicking on the "OK" button, the corresponding statement will appear.

In the table displayed on the "Pending transactions" page, by clicking on the lines of each transaction, the details of the transaction will appear below the line.

TARGET ACCOUNT GUARD

The "Target account guard" function is only available to our customers who have a valid contract for the Target account guard service.

The "Whitelist table" under "Patterns & Partners" contains target account numbers with prefixes deemed safe. The "Target account database" collects the accounts to which you have already made a transfer. In the table displayed on this page, by clicking on the rows of the individual accounts, a "Delete" button will appear under the row, with which you can delete the given account from the database.