

## **Finances at your fingertips in everyday operations!**

Erste eBiz electronic banking service is available to all entrepreneurs and legal entities, who are Erste Bank clients.

No matter where you are, keep track of your finances all the time and do your banking quickly, easily and safely.

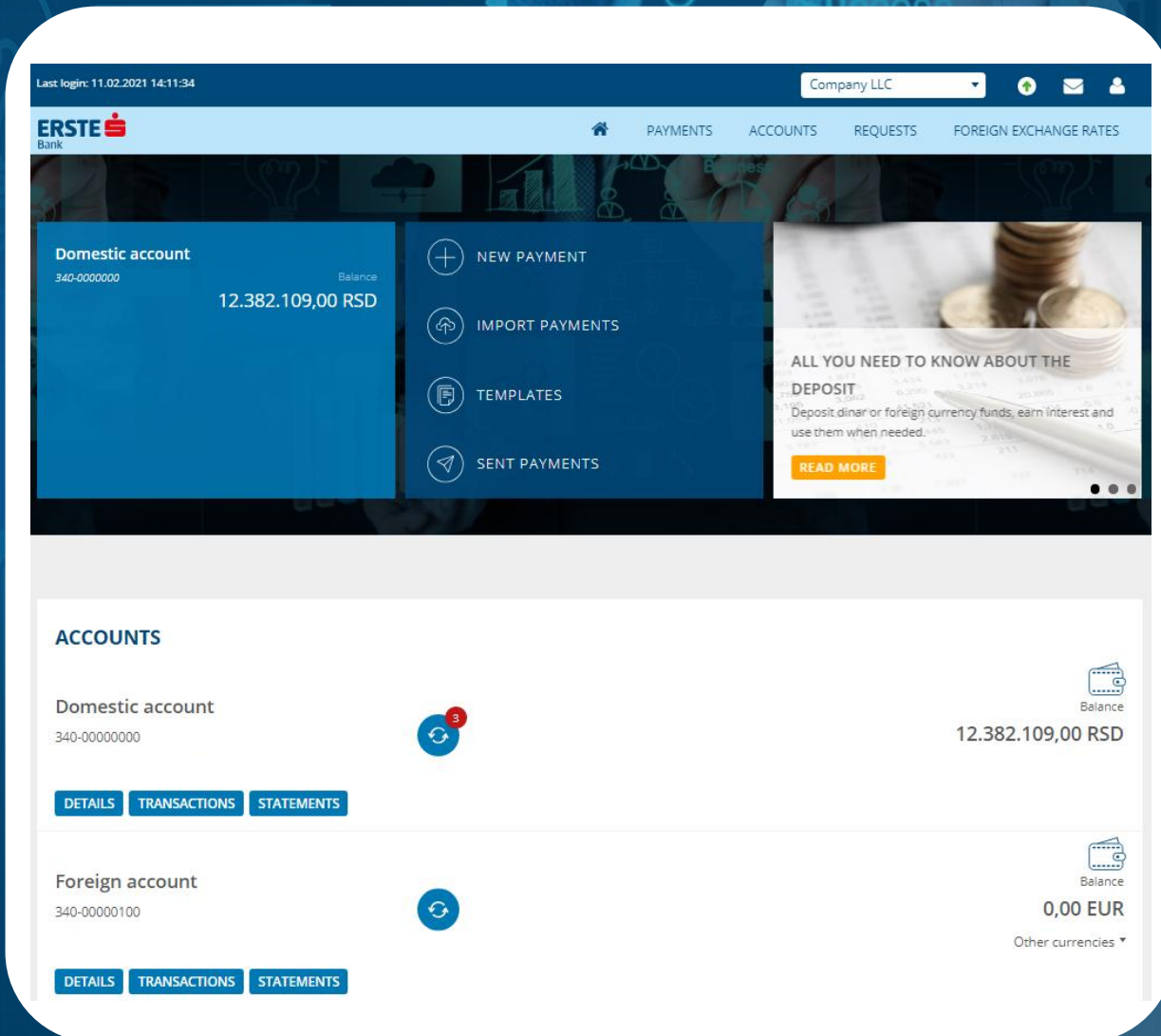
Use the Erste eBiz service online 24/7 and always be first in line.












# All topics are a click away:

- [Welcome to Erste eBiz!](#)
- [Access to the Erste eBiz service is simple](#)
- [Easy, fast and safe login](#)
- [Login with username and password](#)
- [Login with a qualified certificate](#)
- [Welcome to the homepage!](#)
- [Home page setup](#)
- [Insight into the balance, turnover and statements of accounts](#)
- [Payments in domestic payment transactions](#)
- [Payments in foreign payment transactions](#)
- [Quick payment - with a payment template](#)
- [Payment order import](#)
- [Payment overview](#)
- [Partner base and whitelisting](#)
- [Activate the mobile application without visiting the bank!](#)
- [Send a message to the bank and receive notifications](#)
- [Send an electronic request to the bank](#)
- [View your profile and change your password](#)

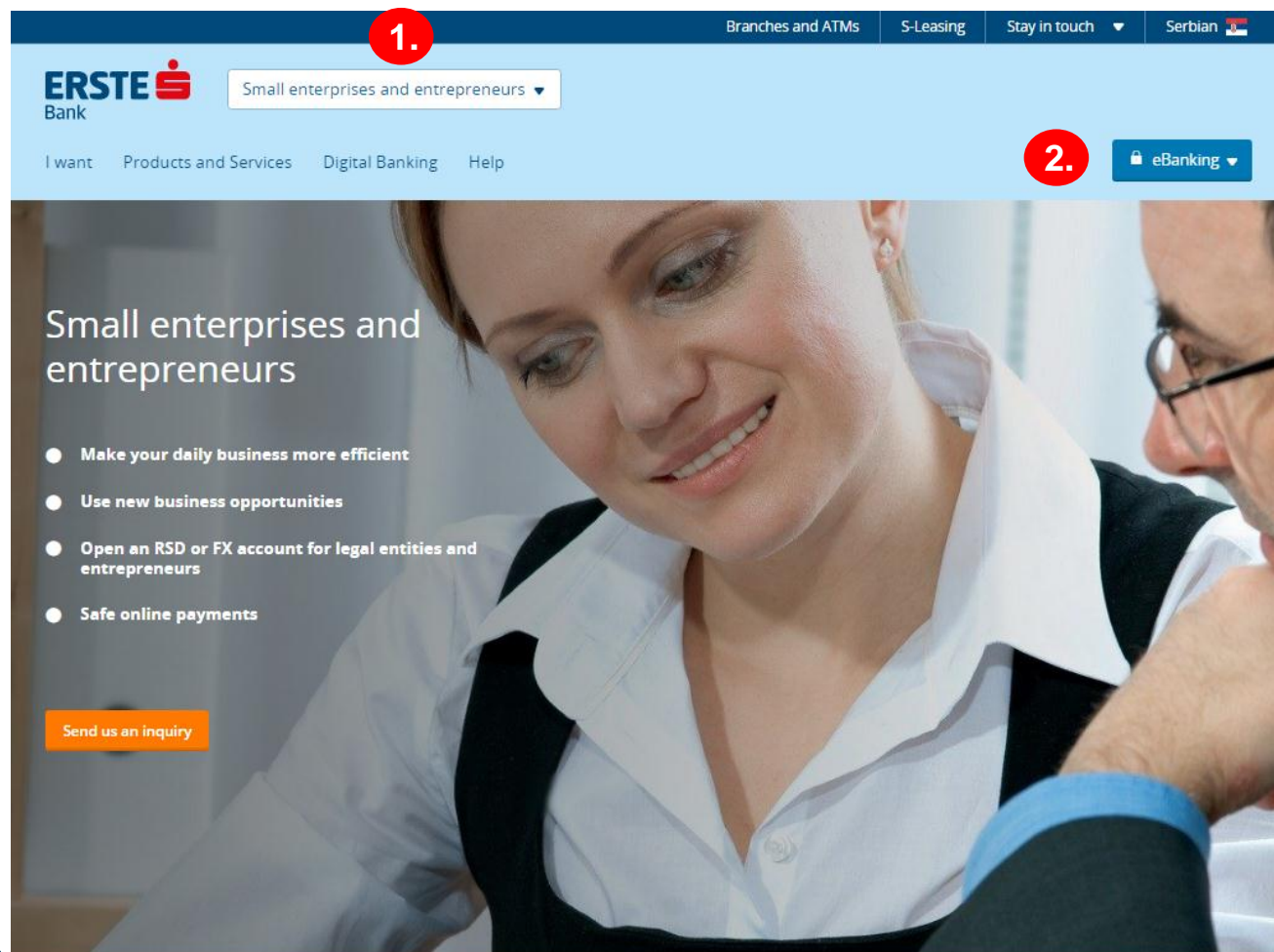
# Welcome to Erste eBiz!



## Erste eBiz service enables:

-  Insight into the balance and turnover of all transaction accounts, credit cards and deposits that you have authorization for, as well as reviewing and downloading transaction account statements.
-  Creating payment orders in domestic and foreign payment transactions with the possibility of currency forwarding.
-  Sending payment orders for signing or signing already prepared orders in accordance with the authorizations.
-  Review of payment order (in preparation, unsigned, sent, pending, executed, rejected, revoked, posted) with the possibility of sorting and filtering the displayed list of payment orders by different criteria.
-  Importing payment order files for payment and signing all orders from the file as an order package.
-  Creating a payment order template database.
-  Creating a partner database and setting up a partner white list (according to which it is not necessary to additionally sign payment orders).
-  Activation of the mBiz mobile application without visiting the bank.
-  Two-way communication with the bank - sending messages or electronic requests to the bank and viewing notifications.
-  Overview of the currency exchange list.

# Access to the Erste eBiz service is simple



What you need for access:



Computer



Internet  
connection



Web  
Browser\*

1.

After logging in to use the Erste eBiz service in any Erste Bank branch and receiving user data for login, enter the Erste Bank website address in the browser:

<https://www.erstebank.rs>.

On the front page, choose option "Small Enterprises and Entrepreneurs" or "Corporate Clients".

2.

Click on the "eBanking" button. In the drop-down menu, choose option "Erste eBiz login".



# Easy, fast and safe login

**ERSTE**  
Bank

Welcome

**1.** **PASSWORD**

Enter your username

Enter your password

**2.** **CERTIFICATE**

CONTINUE

**3.** Srpski English

**ALL TYPES OF LOANS FOR YOUR BUSINESS**  
Choose the financing method that suits your business best.

[READ MORE](#)

**NOTE: For safe use of services it is necessary to comply with the following basic safety rules:**

- Take care of the confidentiality of your user ID and password. Never give it away in an e-mail.
- Configure the browser according to the instructions provided by Halcom Bank Inc.
- Always check the correctness of the certificate for the login page.

## Two method for logging in:



Username, password  
and SMS code



Qualified certificate  
and password

On the login page, select the method of logging in to Erste eBiz. There are two methods of logging in (use only one or both):

**1.**

Option **“Password”** - through the selection of this option, you log in to the application by entering your username, password and one-time SMS code, which you will receive on the registered mobile telephone number. With this method of logging in, payment orders are signed with a one-time code, which you receive in an SMS message sent to the registered mobile telephone number.

**2.**

Option **“Certificate”**- through the selection of this option, you log in to the application via a qualified certificate and password. A qualified certificate is issued by Halcom a.d.

If you already possess a qualified certificate, you can use it to log in to the application. With this method of logging in, payment orders are signed with a qualified certificate (by entering a PIN).

**3.**

On the main login page, you may choose whether you want to use the application in Serbian (“Srpski”) or English (“English”) language.

# Login with username and password

Three login details:



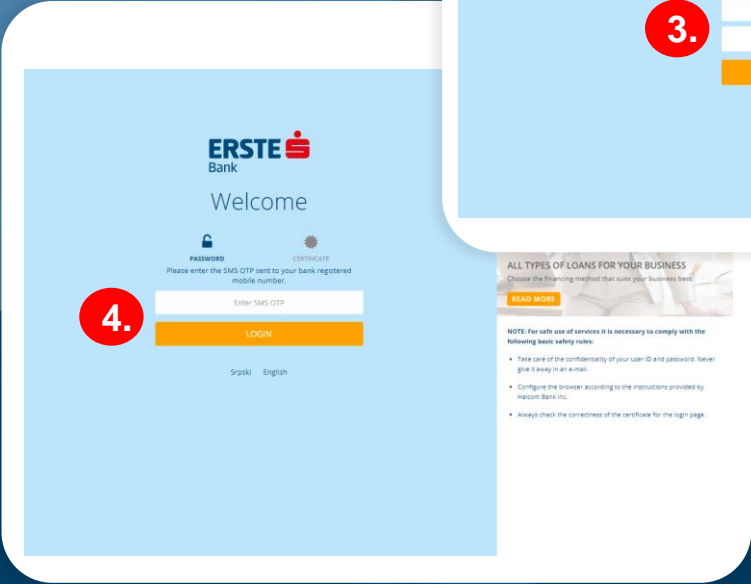
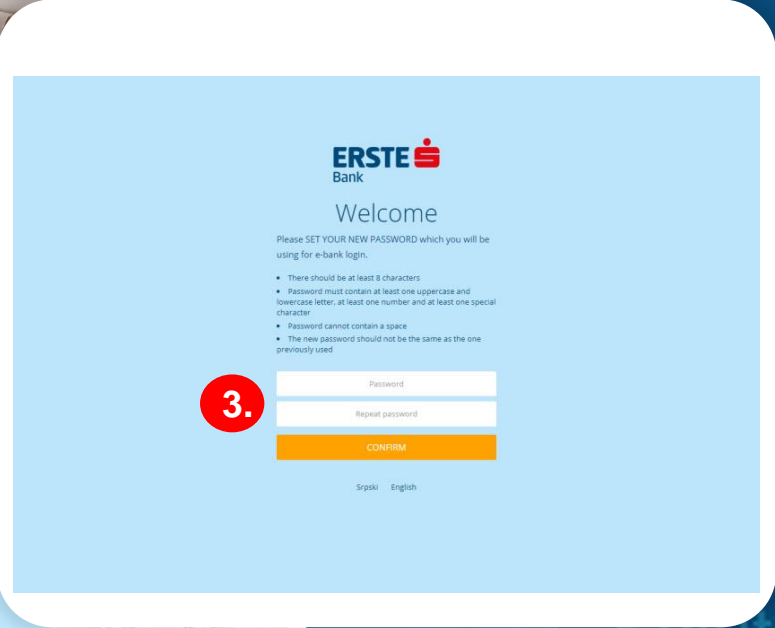
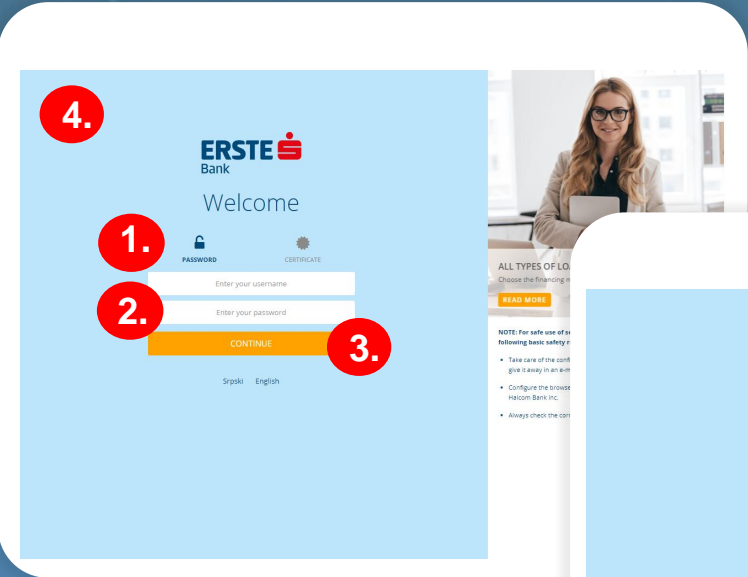
Username



Password



One-time SMS code



After logging in for the use of the Erste eBiz service in any Erste Bank branch, you will receive a username in a message sent to your registered e-mail address. In an SMS message sent to the registered telephone number, you will receive a password, which is valid for 72 hours.

1. On the main login page, choose option “**Password**”.
2. In the “Enter your user name” field, enter the username you received via e-mail, and in the “Enter your password” field, enter the password you received in the SMS message (e.g. oFxxx94j without a dot at the end).
3. By clicking “Continue”, a screen opens where it is necessary to change the password that you received to your unique password, in accordance with the specified rules, and which you will use to further access the application. Password may not be shorter than 8 characters and it must contain one uppercase and lowercase letter, one number and a special character (it may not contain a space). Enter a new password in the “Password” field, and then enter it in the “Repeat password” field. Click “Confirm”. The password change is only necessary at the first login.
4. After changing the initial password, the main login screen opens. Enter your username in the “Username” field, and enter the new password you created in the “Password” field. By clicking on “Continue”, on the next screen it is necessary to enter a one-time login code, which you will receive on the registered mobile telephone number. Click “Login”. For each future login, use the password that you created and you will receive a one-time code in an SMS message.



# Login with a qualified certificate

Two login details:



Qualified certificate  
with PIN



Password

ERSTE Bank

Welcome

PASSWORD CERTIFICATE **3.**

Enter your password

CONTINUE

Srpski English

ERSTE Bank

Welcome

**1.** Please SET YOUR NEW PASSWORD which you will be using for e-bank login.

- There should be at least 8 characters
- Password must contain at least one uppercase and lowercase letter, at least one number and at least one special character
- Password cannot contain a space
- The new password should not be the same as the one previously used

**2.**

Password

Repeat password

CONFIRM

Srpski English

After logging in for the use of the Erste eBiz service in any Erste Bank branch and upon creation of a qualified certificate by Halcom a.d., you may come for the qualified certificate to the branch. If you already possess the respective certificate, after logging in to use the Erste eBiz service, you may use it to log in to the service (with a password that you create yourself when you first log in to the application).

1.

Insert the certificate into the computer, and enter the certificate PIN. Open the link to log in to Erste eBiz and create a password that you will use for future logins with a qualified certificate.

2.

After creating your password in the "Password" field in accordance with the respective rules, enter it in the "Repeat password" field. Click "Confirm". Creating a password is required only at the first log in to the application with a qualified certificate.

If you have previously logged in to the application with a username and password, when you first log in with a qualified certificate, it is not necessary to create a new password, but use the same password as when logging in with a username.

3.

After creating the password, the main login screen opens. Click on the "Certificate" option. In the "Password" field, enter the password you have created (or the one you used when logging in with a username) and click "Continue".

# Welcome to the homepage!

The screenshot shows the Erste eBiz homepage. At the top, a navigation bar includes 'PAYMENTS', 'ACCOUNTS', 'REQUESTS', and 'FOREIGN EXCHANGE RATES'. A user is logged in as 'Company LLC'. The main dashboard features a 'Domestic account' summary with a balance of 12.382.109,00 RSD, and a sidebar with shortcuts for 'NEW PAYMENT', 'IMPORT PAYMENTS', 'TEMPLATES', and 'SENT PAYMENTS'. Below this is an 'ACCOUNTS' section showing details for both 'Domestic account' and 'Foreign account' (0,00 EUR). The bottom of the page contains three promotional banners: 'SETTLE YOUR CURRENT LIABILITIES EASILY', 'SUPPORT FOR INNOVATIVENESS', and 'SOLUTION FOR EACH OF YOUR PROJECTS'.

1. View the current balance of the main account (if you have more than one account, the balance of the account designated as the main one will be displayed). The process of setting up an account as the main account is described on the next page.

2. Use shortcuts that enable quick access to commonly used functionality:

- “New payment” - for creating a new payment order quickly,
- “Import payments” - for importing a payment order file in domestic payment transactions,
- “Templates” - for creating a payment order based on a previously filled payment template and
- “Sent payments” - for viewing all the orders that you have sent to the bank for processing.

3. View the current balance, details and turnover of all transaction accounts, credit cards and deposits for which you have authorization, as well as downloading transaction account statements for the desired period. The home page will display all the accounts you have authorization for. In account details, you may remove the display of specific accounts from the homepage. Regarding FX accounts, under the “Other currencies” option, you can open a drop-down menu with a display of the balance for all currencies of the respective account and view details by sub-accounts, by clicking on the amount in the drop-down menu.

4. Use a shortcut to quickly view unsigned orders. If you are authorized for signing and you receive new orders for signing, the shortcut will receive a designation with the number of how many payment orders need to be signed. You can hover over the shortcut to see its name and meaning.

5. Check whether payment order files exist that are being processed and cancel them if necessary, review messages, notifications and electronic requests sent/received by the bank, as well as user data and data of the entrepreneur/legal entity of which you are a trustee.

6. If you have authorization to use the Erste eBiz application under the accounts of various entrepreneurs/legal entities who are Erste Bank clients, you can use the drop-down menu, in the upper right corner, to switch to another entrepreneur/legal entity application without a need to log in again.



# Home page setup

Three settings:



Main account



Account that will be displayed



Account name

After the first login to the application, it is necessary to set up the main account (if you have several), display of the account on the home page, as well as rename all account names (to RSD account, FX account, credit card, deposit).

1.

Click on the “Accounts” option in the main menu.

2.

Click the “Details” option for the account you want to set as the main one, or which you want to set that it does not to appear on the home page, or whose name you want to change.

3.

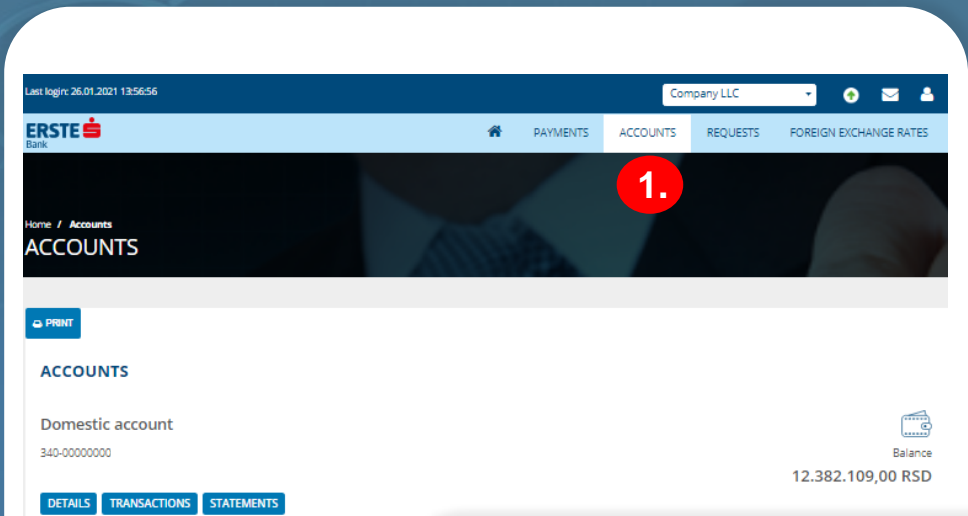
If you have several accounts, it is necessary to set the one that will be displayed as the main account on the home page. Select the “Main Account” option. This setting can be changed. The main account is automatically displayed as the account from which payments are made when creating a payment order.

4.

If you do not want a that particular account appear on your homepage, turn off the “Add to Home” option. If you want a particular account to appear on the homepage again, choose the “Add to Home” option. After the first application login, all accounts on the home page will be displayed automatically.

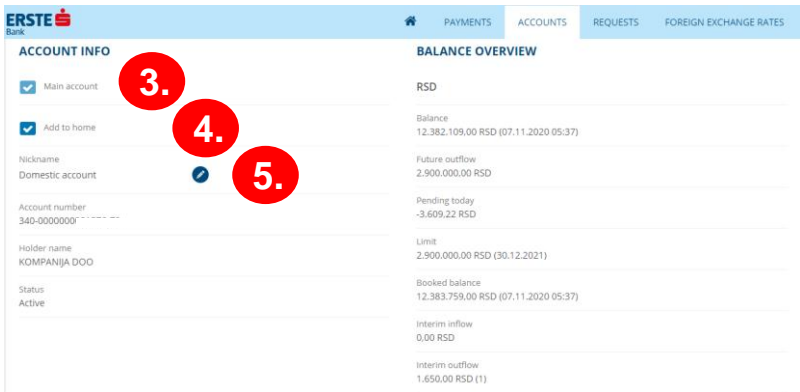
5.

After the first login to the application, all accounts should be renamed. In the account details, click on the current account name and enter a new one. Click on an empty space outside the account name and you will receive a message that the name has been changed successfully. The changed name is visible only on your homepage, not with all the authorized persons of the same entrepreneur/legal entity.



2.

account  
340-000000100



# Insight into the balance, turnover and statements of accounts

Three account insights:



Balance and details



Transactions



Statements

Track finances in everyday operations through insight into balance, details and turnover of all transaction accounts, credit cards and deposits for which you have authorization and download transaction account statements for the desired period.

1.

Click on the “Accounts” option in the main menu and view the balance of all transaction accounts, credit cards and deposits for which you are authorized. For FX accounts, balances are shown in all currencies. Accounts are grouped by account type. Accounts within the same type are sorted by name, and within the same name, they are sorted by account number. For each account, you can view the details, turnover and statements by clicking the appropriate option. You can print an accounts list.

2.

By clicking on the “Details” option, detailed data and overview of the balance on the selected account are displayed. The details on FX accounts include data on the balance in all currencies and on sub-accounts. By selecting the “Main Account” option, the respective account is set as the main one (automatically adjusted account on payment orders), and by selecting the “Add to Home” option, the account display on the homepage is added or removed.

In the “Nickname” field, the name of the account is changed (the change is visible only to you in the application). With the “Account info card” option, you can print account information and forward it to a business partner to pay the order in favor of your account. To see the details of other accounts, switch the account from the drop-down list at the top of the page.

3.

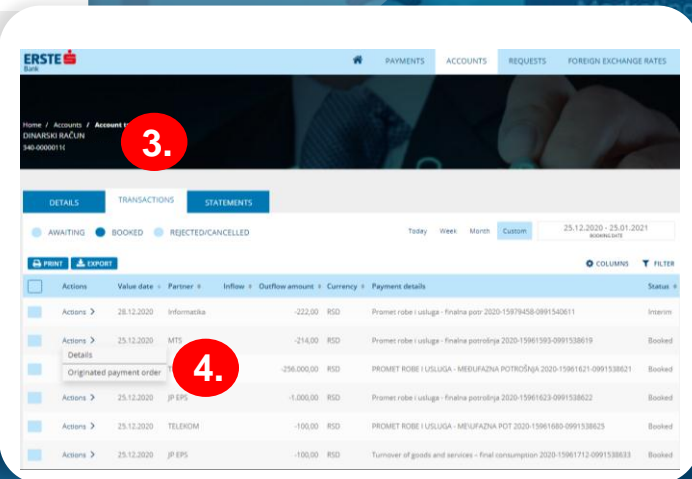
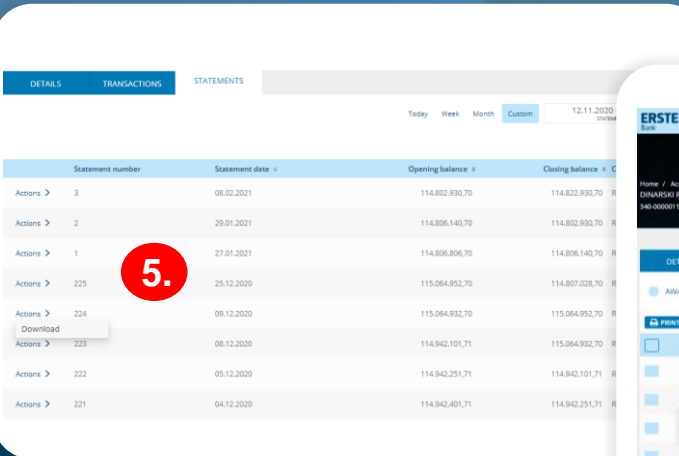
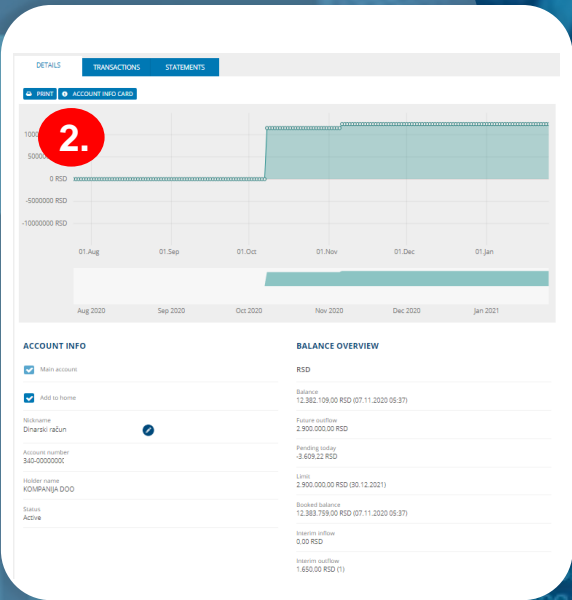
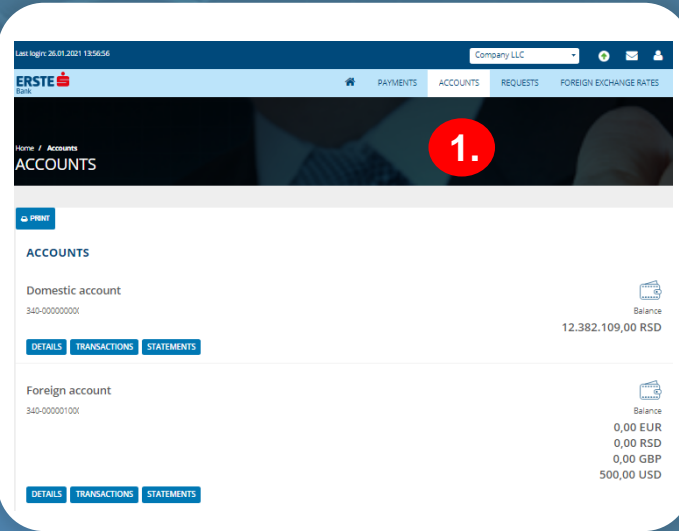
By clicking on the “Transactions” option and choosing the “Booked” option, you can view the history of all transactions for the selected account. The amounts of transactions in favor are colored green. Rejected transactions are displayed by selecting the option “Rejected/Cancelled”, their status is shown in red and they are not included in the account balance, and the reason for rejection is visible in the transaction details. By selecting the “Awaiting” option, all pending transactions may be viewed. To see the transactions of other accounts, change the account from the drop-down list at the top of the page. You may search all transactions according to different criteria within the filter and sort the data in all columns in the table.

4.

By clicking on “Actions” in the line of the appropriate transaction in the table, you may view the details of the transaction or open a transaction in the form of a payment order (only if sent via Erste eBiz) where the order may be duplicated and you may issue a new one, save the order as a template for payment and register the recipient (put on the white list). By selecting several transactions in the table, you can print a list of transactions or export them in the selected format (Excel, PDF). To select all transactions, check the box at the top of the table, in the upper left corner.

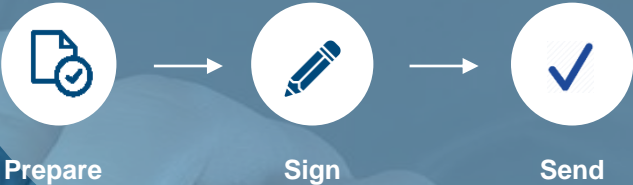
5.

List of statements may be viewed by clicking on the “Statements” option. By clicking on “Actions” in the appropriate line, then on “Download”, you may download the appropriate statement in PDF format for review or external use.





# Payments in domestic payment transactions



## AUTHORIZATION REQUIRED

An SMS message with SMS one-time code was sent to your registered mobile number 381608747604 to confirm payment in the amount of 1,000,00 RSD. Please enter the SMS one-time code to continue.

Enter SMS one-time code

7.

CANCEL APPLY

1.

In the main menu, select the “Payments” option, then the “New payment” option, or select shortcut “New payment” on the homepage.

2.

In the drop-down menu, select the type of payment, or whether you want to pay with a payment order or a compensation order. Pay from a pre-prepared payment template by selecting a template from the drop-down menu.

3.

Payer data is filled in automatically. Select the account from which you want to make the payment.

4.

Enter recipient data (name, address, city and account). If you have already made a payment to the same recipient or entered the recipient in the partner database, when entering the name in the “Name” field, a drop-down menu will open where you can select the recipient, and other data on the recipient will be filled in automatically. The recipient’s account is entered without spaces or dashes, all together. Select the payment code from the drop-down menu and enter the desired amount. Enter model 97 or leave the field blank if payment is not made with model 97. Enter the reference number and purpose of payment below. If you wish that the transaction be executed on a specific date in the future, enter the desired date in the “Execution Date” field. If you wish the transaction to be executed as an instant transaction (within a few seconds of sending), check the “urgent” option.

5.

After filling in all the elements, click on the “Next” option. If you are not authorized for signing, but only for preparing the order, or if you wish to sign various orders together, click on the “Submit for authorization” option.

6.

After clicking “Next”, check the information entered in the payment order and in case changes are necessary, click on the “Edit” option. If the data is entered correctly, click “Pay”.

7.

You will receive an SMS with a one-time code to the registered mobile telephone number. Enter the code in the payment authorization screen, click “Apply”, after which the order is sent to the bank for processing. If you have logged in to the application with a certificate, the account is signed with a PIN. If the recipient is authorized and is on the white list, signing with an SMS with a one-time code or PIN will not be necessary, but the order will be forwarded to the bank for processing immediately upon clicking “Pay”.

8.

Once the payment order is sent to the bank for processing, the payment order may be saved as a template for future payments to the same recipient by selecting the “Save as template” option. You can also put a recipient on the white list by selecting the “Save Partner as authorized” option, as well as create a new payment order by selecting the “New Payment” option.



# Payments in foreign payment transactions



Prepare



Sign



Send

**1.** Select the "Payments" option in the main menu, then the "New payment" option, or select shortcut "New payment" on the homepage.

**2.** In the drop-down menu, select the "Foreign payment" payment type or pay from the already prepared payment template, by selecting the template from the drop-down menu.

**3.** Select the account from which you want to pay. Enter the amount and currency in which you want to make the payment, the transaction date (which can be up to two business days in advance), the coverage currency, and the cost option.

**4.** Enter the recipient data from the instruction you received from your foreign partner. If you have already made a payment to the same recipient or entered the recipient in the partner database, when entering the name in the "Name" field, a drop-down menu will open where you can select the recipient, and other data on the recipient will be filled in automatically. It is mandatory to fill in the SWIFT of the recipient's bank, as well as other data on the recipient's bank. You can use an intermediary bank optionally.

**5.** The instrument and method are pre-filled and you may change them as needed. For example, in case of per diem payment for a business trip, it is necessary to select "Travelling allowance" from the "Method" drop-down menu. Loan information is required only if you are settling your foreign loan obligations.

**6.** Data for statistics are a mandatory part of the order, where it is necessary to choose the basis code, fill in the invoice number, the invoice year and the amount from the invoice. If there are several invoices, the sum of the amounts must be equal to the initial amount you specified at the beginning. After filling in, you need to confirm the entry by clicking on the "Add" button. In such a way you can also add more rows when paying multiple invoices.

**7.** After filling in all the elements, click on the "Next" option. If you are not authorized for signing, but only for preparing the order, or if you wish to sign various orders together, click on the "Submit for authorization" option. After clicking "Next", check the information entered in the payment order and in case changes are necessary, click on the "Edit" option. If the data is entered correctly, click "Pay".

**8.** You will receive an SMS with a one-time code to the registered mobile telephone number. Enter the code in the payment authorization screen, click "Apply", after which the order is sent to the bank for processing. If you have logged in to the application with a certificate, the account is signed with a PIN. If the recipient is authorized and is on the white list, signing with an SMS one-time code or PIN will not be necessary, but the order will be forwarded to the bank for processing immediately upon clicking option "Pay".

**8.** You will receive an SMS with a one-time code to the registered mobile telephone number. Enter the code in the payment authorization screen, click "Apply", after which the order is sent to the bank for processing. If you have logged in to the application with a certificate, the account is signed with a PIN. If the recipient is authorized and is on the white list, signing with an SMS one-time code or PIN will not be necessary, but the order will be forwarded to the bank for processing immediately upon clicking option "Pay".

**9.** Once the payment order is sent to the bank for processing, the payment order may be saved as a template for future payments to the same recipient by selecting the "Save as template" option. You can also put a recipient on the white list by selecting the "Save Partner as authorized" option, as well as create a new payment order by selecting the "New Payment" option.

1.

In the main menu, select the "Payments" option, then the "New payment" option, or select shortcut "New payment" on the homepage.

2.

In the drop-down menu, select the "Foreign payment" payment type or pay from the already prepared payment template, by selecting the template from the drop-down menu.

3.

Select the account from which you want to pay. Enter the amount and currency in which you want to make the payment, the transaction date (which can be up to two business days in advance), the coverage currency, and the cost option.

4.

Enter the recipient data from the instruction you received from your foreign partner. If you have already made a payment to the same recipient or entered the recipient in the partner database, when entering the name in the "Name" field, a drop-down menu will open where you can select the recipient, and other data on the recipient will be filled in automatically. It is mandatory to fill in the SWIFT of the recipient's bank, as well as other data on the recipient's bank. You can use an intermediary bank optionally.

5.

The instrument and method are pre-filled and you may change them as needed. For example, in case of per diem payment for a business trip, it is necessary to select "Travelling allowance" from the "Method" drop-down menu. Loan information is required only if you are settling your foreign loan obligations.

6.

Data for statistics are a mandatory part of the order, where it is necessary to choose the basis code, fill in the invoice number, the invoice year and the amount from the invoice. If there are several invoices, the sum of the amounts must be equal to the initial amount you specified at the beginning. After filling in, you need to confirm the entry by clicking on the "Add" button. In such a way you can also add more rows when paying multiple invoices.

7.

After filling in all the elements, click on the "Next" option. If you are not authorized for signing, but only for preparing the order, or if you wish to sign various orders together, click on the "Submit for authorization" option. After clicking "Next", check the information entered in the payment order and in case changes are necessary, click on the "Edit" option. If the data is entered correctly, click "Pay".

8.

You will receive an SMS with a one-time code to the registered mobile telephone number. Enter the code in the payment authorization screen, click "Apply", after which the order is sent to the bank for processing. If you have logged in to the application with a certificate, the account is signed with a PIN. If the recipient is authorized and is on the white list, signing with an SMS one-time code or PIN will not be necessary, but the order will be forwarded to the bank for processing immediately upon clicking option "Pay".

9.

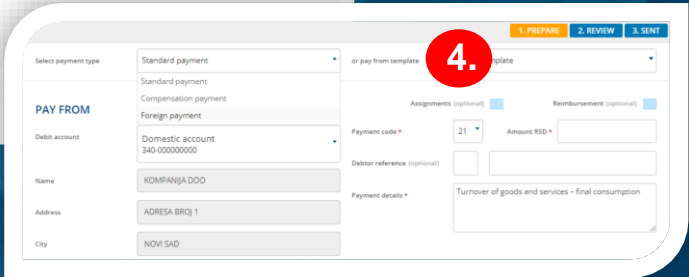
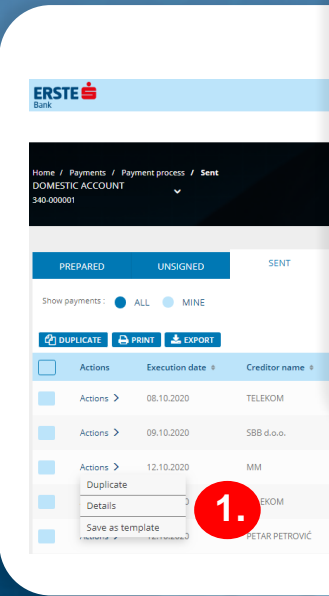
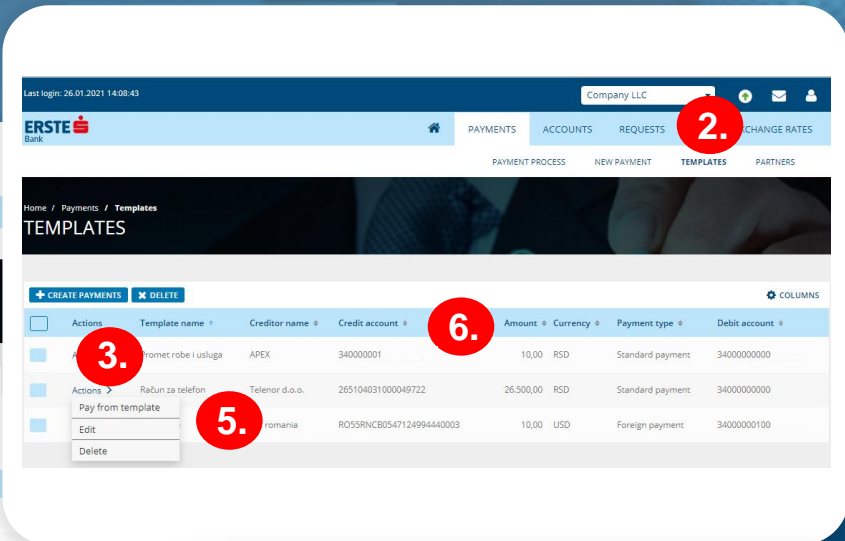
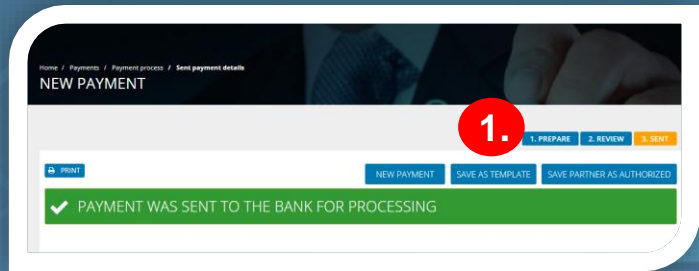
Once the payment order is sent to the bank for processing, the payment order may be saved as a template for future payments to the same recipient by selecting the "Save as template" option. You can also put a recipient on the white list by selecting the "Save Partner as authorized" option, as well as create a new payment order by selecting the "New Payment" option.

# Quick payment - with a payment template

Three steps to pay from a template:



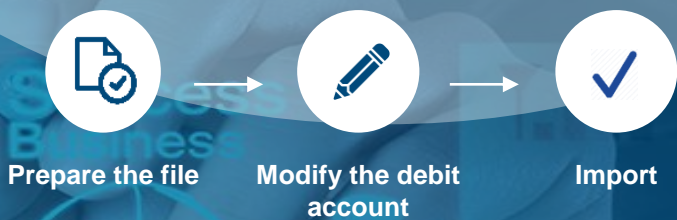
1. Each payment order, after being sent to the bank for processing, may be saved as a template for future payments to the same recipient by selecting the “Save as template” option. Templates can also be created in the table of sent orders, through the “Actions” option for the corresponding order, by selecting the “Save as template” option in the drop-down menu.
2. To view all saved payment templates, click “Payments” in the main menu, then “Templates” or the shortcut “Templates” on the homepage.
3. You can make a payment based on a template through the option “Pay from template” in the drop-down menu, which is contained within the “Actions” option. By selecting multiple payment templates in the table and selecting the “Create payments” option, you can simultaneously create multiple payment orders. Prior to sending the order, a screen opens where you should select the account to which the selected payment orders will be debited.
4. You can make a payment based on a template in the first step of creating a new payment order. In the drop-down menu, you can select a payment template based on which a new payment order will be created.
5. Each payment template may be edited or deleted by clicking on the “Edit” or “Delete” option in the drop-down menu, within the “Actions” option for the corresponding template in the table.
6. Data on all payment order templates in the table may be sorted in all columns.





# Payment order import

Three steps for importing an order:



Creation and sending of various payment orders at once in the domestic payment transactions may be performed by creating and loading an appropriate file to the Erste eBiz application.

1. In order to load a payment order file to your system, click on the “Import payments” option on the homepage or click on “Payments” in the main menu, then the “Import payments” option above the displayed payment table.
2. Select the account from which you want to pay the imported orders. Click “Select File” and attach the file in the adequate format from your computer, then click “Import”. If the selected account differs from the debit account in the file, you will receive a message where you will click “Override and import” to import orders from the file to the debit of the selected account (instead of the account specified in the file).
3. After importing the file, you will receive a message that the file was successfully imported into the system, with information on how many orders from the file were rejected and contain an error, and how many orders were successfully prepared.
4. Imported payment orders are placed in a table with orders in preparation, which may be sent for signing or which may be signed and sent to the bank (in accordance with the authorizations), as described on the next page.
5. If the file contains a large number of orders, a certain amount of time will be necessary for processing. All files waiting to be processed may be checked within the account import icon in the upper right corner, where the file may be deleted before it is processed and imported into the system.

1.

5.

2.

3.

4.

5.

Account

Domestic account  
340-000000000

Payments

ImportPayments.txt

SELECT FILE

CANCEL

IMPORT

IMPORT PAYMENTS

Payorder(s) successfully imported!

Rejected: 0 With errors: 0 Prepared: 1

CLOSE

Tasks

660840\_NaloziRSPROD-5k.txt  
processing ...

1.

5.

Company LLC

222,00 RSD 28.12.2020 09:29 With error



# Payment overview

## Three reviews of payment orders:



Prepared



Unsigned



Sent

All prepared orders sent for signing or to the bank for processing may be viewed in detail in the “Payments” section, and after processing also in the “Transactions” section, where you will see whether the order has been executed or possibly rejected.

1.

Click the “Payments process” option in the main menu or the “Sent payments” shortcut on the homepage.

2.

In the “Prepared” section, payment orders may be viewed that have been prepared but not sent for signing (if you are only authorized to prepare orders). The order in preparation in the table may be sent for signing, changed or deleted, using the options in the drop-down menu, which opens by clicking on “Action” for the appropriate order. After selecting more than one order in the table, the options above the table may be used to send them all for signing at once (if you are not authorized to sign) or sign and send to the bank for processing (if you are also authorized to sign), change the execution date and payer's account, as well as delete the selected orders. In the “Status” column, you may check whether the order has been successfully prepared or if it contains an error.

3.

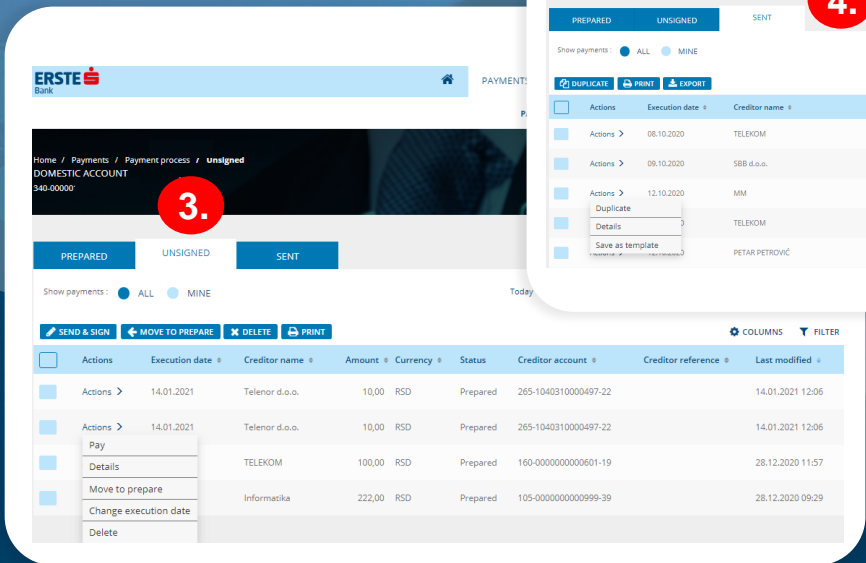
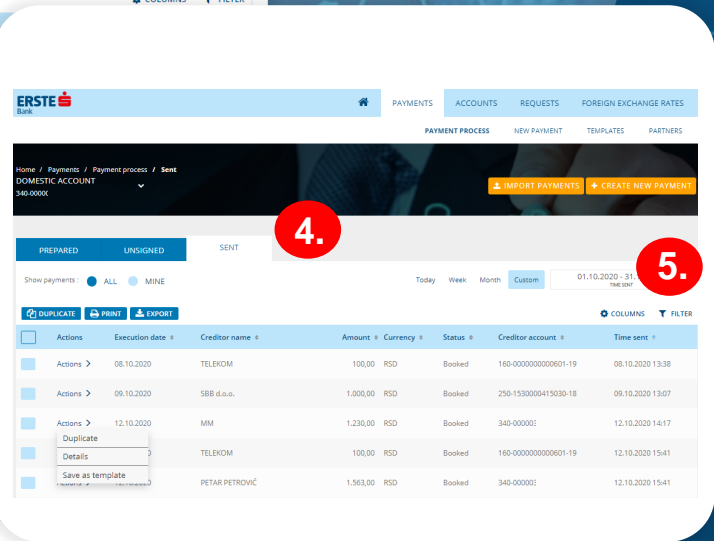
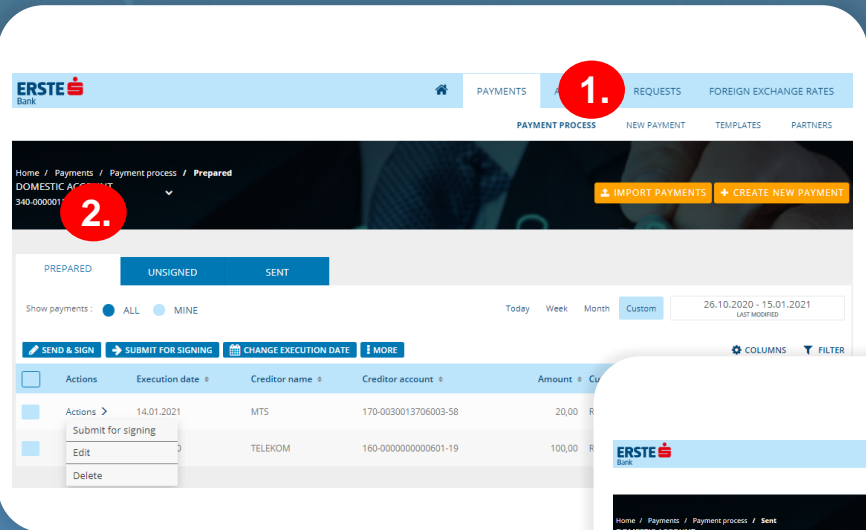
In the “Unsigned” section, payment orders may be viewed that have been submitted for signing by a person who does not have the authority to sign orders. If you have the authorization for signing, you may sign an unsigned order in the table and send it to the bank for processing, view it in detail, return to preparation if a correction is necessary, change the execution date before signing and delete it using the options in the drop-down menu within the “Action” option for the appropriate order. By selecting multiple orders and clicking on the “Pay” option, you sign several orders in a package with a single one-time SMS code and send it to the bank for processing. In the “Status” column, you may check whether the order has been successfully prepared or if it contains an error.

4.

In the “Sent” section, you can view payment orders that have been sent to the bank for processing. You can view the order in the table in detail, create a template for future payments or duplicate (a new same payment order will be created in the order table in preparation) using the options in the drop-down menu that opens by clicking “Action” on the appropriate order. By selecting multiple orders in the table, multiple orders may be duplicated at once. In the “Status” column, you can check whether the order has been successfully executed (a statement has been created), booked, rejected, revoked or is awaiting processing by the bank.

5.

You can search all payment orders according to different criteria within the filter and sort the data in the tables in all columns.



# Partner base and whitelisting

## Two partner/recipient statuses:



**Authorized  
(whitelisted)**



**Unauthorized  
(not whitelisted)**

You can enter each partner/recipient in the partner database and put them on the white list. Putting on the white list requires authorization of added data and partner accounts via a one-time SMS code or PIN. Payment orders on behalf of the partner/recipient on the white list do not need to be additionally signed.

1.

After creating a payment order and entering a new recipient (or a recipient who already exists in the partner database but is not on the white list), after signing the order with a one-time SMS code or PIN (in case login is with a certificate) and successfully sending it to the bank for processing, you can put the recipient on the white list through the „Save Partner as authorized” option.

2.

After clicking on „Save Partner as authorized” in the last step of sending a payment order, you will receive a message asking if you want to register the recipient on the white list. Click on „Yes” and then enter a one-time code that you will receive in an SMS message to the registered mobile telephone number, then click „Apply”. If you signed in to the application with a certificate, enter the PIN. You will receive a message that you have successfully registered the recipient (placed the recipient on the white list).

3.

All partners or recipients to whom you have made a payment, can be found automatically in the partner database by clicking on „Payments”, then „Partners” in the main menu. All partners have the status „Non-authorized” if they are not further authorized with a one-time SMS code or PIN and put on the white list. Each payment order on favor of unauthorized partners needs to be signed with a one-time code or PIN.

4.

You can enter a partner in whose favor you have not made payments yet in the database by clicking on „New partner”. Add partner information: name, address, city, state and account number and select whether you want to save the partner as unauthorized or authorized (you want to put it on the white list immediately) and click „Save”. If you select the status „authorized”, after „Save”, on the next screen, enter the one-time code for the authorization of the partner, which you will receive in an SMS message sent to the registered telephone number. If you have signed in to the application with a certificate, you need to enter a PIN.

5.

You can change the status regarding whether a partner is on the white list (authorized) or not (non-authorized) in the database by clicking on the „Edit” option in the drop-down menu within the „Actions” option with the partner whose status you want to change. If you want to authorize a partner who was previously saved as unauthorized in the database, after changing the status and clicking „Save”, it is necessary to confirm the change with a one-time code or PIN. The same applies if you subsequently change name or account with an authorized partner. Each partner in the database may be deleted via the „Delete” option in the drop-down menu under the „Actions” option.

Actions	Partner	Address	Account	Status
Actions >	APEX	Ulica 11, Novi Beograd	340-0000011005	
Actions >	Beochem	Tredjinsag ovesta 12, 11000 Beograd	340-000001100	
Actions >	Informatika	Bulevar cara Lazara, Novi Sad	105-000000000	
Actions >	JP EPS	BALKANSKA 13, BEOGRAD	845-000000035	
Actions >	Nis romanija	Prst utoka, Bukurest	RO55RNCB054	
Actions >	...	...	...	



# Activate the mobile application without visiting the bank!

Two activation elements:



Registration ID



Activation code

If you are an Erste Bank client and have a contracted Erste eBiz electronic banking service, activate the mBiz mobile application by yourself via the eBiz service without visiting the bank, easily and quickly.

1.

Open the electronic request to activate the mobile application through the “Requests” option in the main menu.

2.

Enter your e-mail address and mobile telephone number and click “Next”. Check the data entered and click “Sign” or “Edit” if corrections of the entered data are necessary. Confirm the sending of the request by entering the one-time SMS code that you will receive to the registered mobile telephone number, click “Apply” and confirm the sending on the next screen. If you have logged in to the application with a certificate, the sending of the request is confirmed with a PIN. You will receive a registration ID to the e-mail address, and an SMS message with the activation code will be sent at the mobile telephone number you entered in the request.

3.

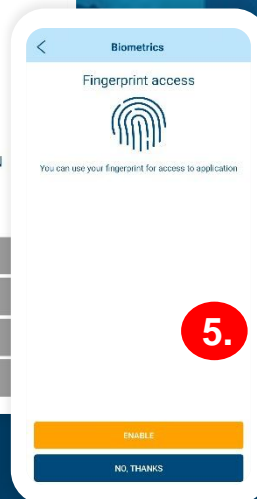
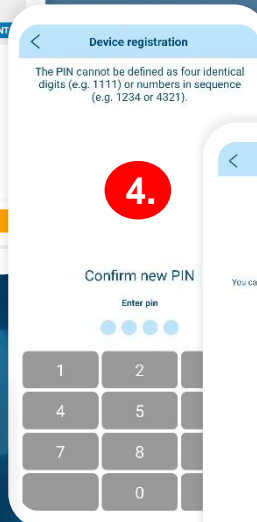
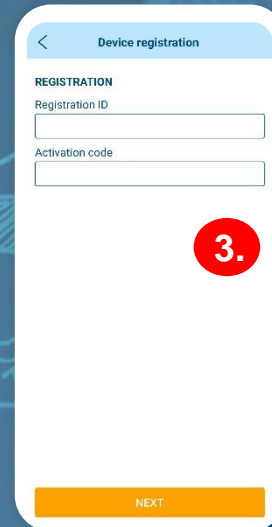
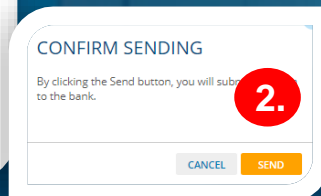
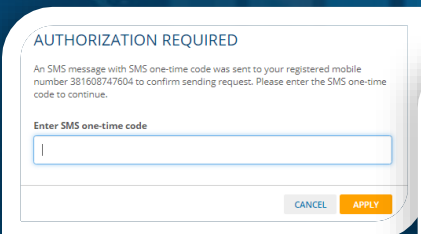
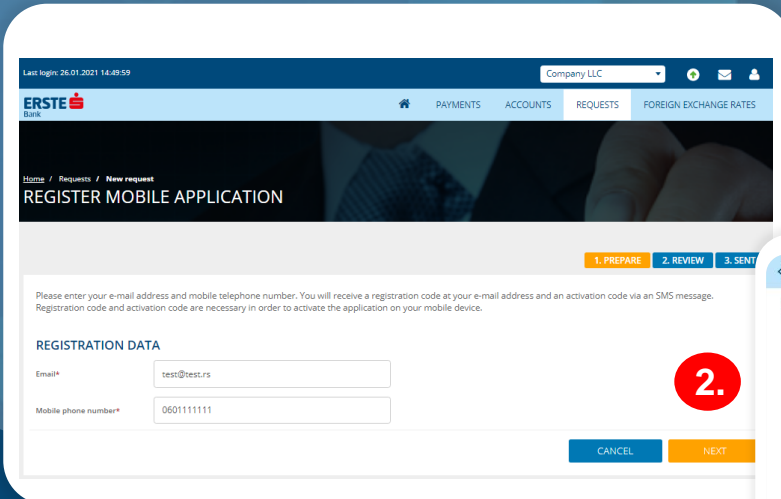
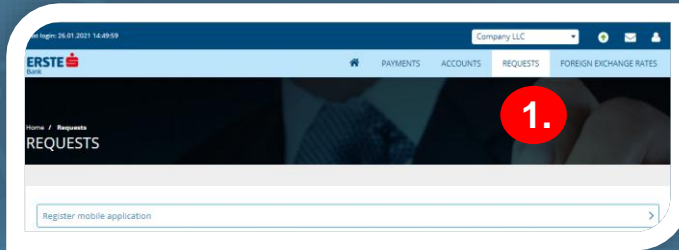
Download the Erste mBiz application from Google Play, App Store or Huawei AppGallery Store and install it on your mobile device. Open the application, click “Login”. In the “Registration ID” field, enter the registration ID that you received in the e-mail, and in the “Activation code” field, enter the activation code that you received in the SMS to the telephone number you entered in the request and click “Next”.

4.

After activating the mobile application on your device, create a four-digit PIN, in accordance with the specified rules. The PIN will be used for each subsequent application login and account signing. The PIN entry needs to be confirmed on the following screen. The PIN cannot be defined as four identical digits (e.g. 1111) or numbers in sequence (e.g. 1234 or 4321). When changing the PIN, please bear in mind that your new PIN may not be the same as the ones used before.

5.

For logging in the mobile application and signing payment orders, you may also use fingerprint or face recognition (only with iOS devices), by allowing biometric login at the first login to the application or subsequently within the “Settings” option.





# Send a message to the bank and receive notifications

## Three types of viewing messages:



Inbox



Drafts



Sent

Through the “Messages and requests” option, you can communicate safely with the bank - send messages in two-way communication with the bank and receive notifications.

1. Click on the envelope icon in the upper right corner. When you receive urgent messages or a bank notification, a message on the number of unread important messages will be displayed in the upper right corner until you read them. The notification may be closed temporarily on the current page by clicking “x” in the notification.

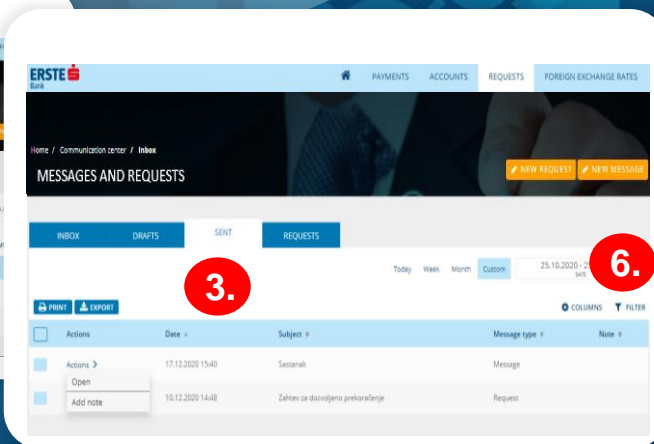
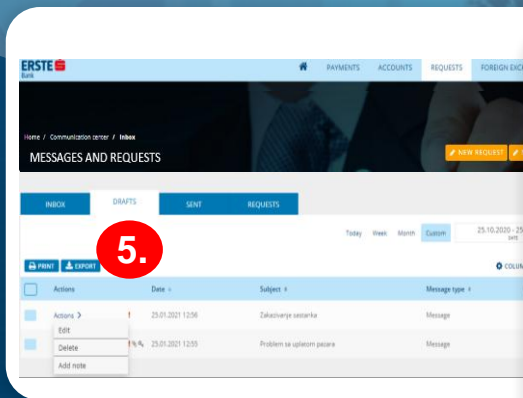
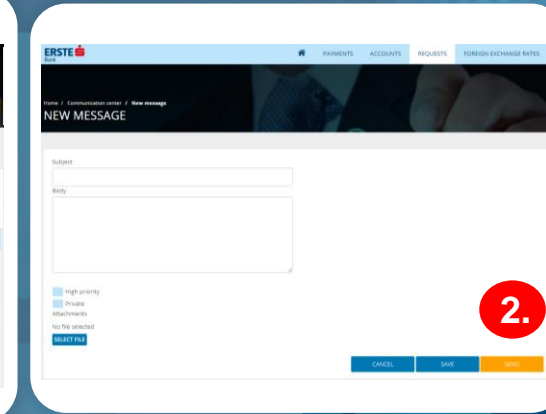
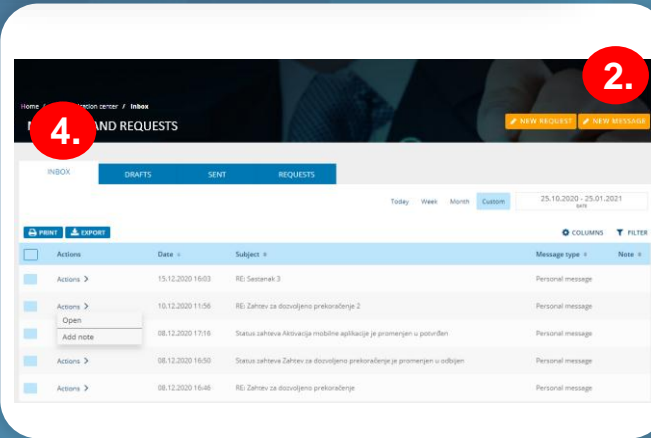
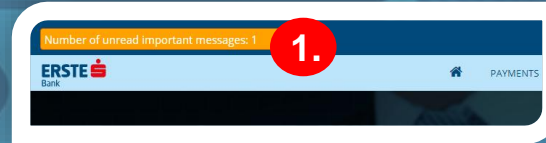
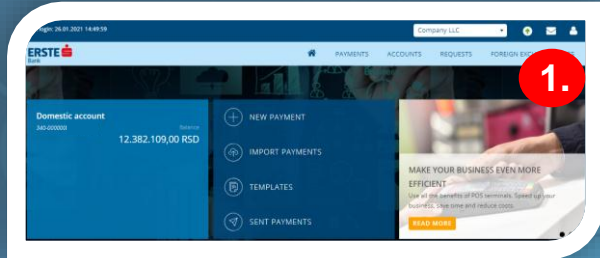
2. To send a new message, click on “New message”, fill in the subject and text of the message, mark whether the message is of high priority, whether it is private (only you see the private message, not the other persons authorized by the same client), add attachment (up to 3 MB) and click “Send”. If you want to save and send the message later, click “Save”, and if you have decided not to send the message, click “Cancel”.

3. All messages sent to the bank are in the “Sent” table. With the “Actions” option, you may add a comment to the selected message and open its details. Once the message details are open, you have the option to print it and delete it. Through selection of multiple messages in the table, you may print a list of messages or export them in the selected format (Excel, PDF).

4. All received messages and notifications from the bank are in the “Inbox” table. With the “Actions” option, you may add a comment to the selected message and open its details. Once you open the message details, you have the option to print and delete it and send the response to the bank by clicking “Reply”. You can only send replies to messages, not notifications. Through selection of multiple messages in the table, you may print a list of messages or export them in the selected format (Excel, PDF).

5. All messages that you have saved but not sent to the bank are in the “Drafts” table. With the “Actions” option, you can edit the message and send it to the bank, add a comment on the selected message or delete it. Through selection of multiple messages in the table, you may print a list of messages or export them in the selected format (Excel, PDF).

6. All messages may be searched (received, in preparation and sent) according to different criteria within the filter, as well as sort the data in tables, in all columns.



# Send an electronic request to the bank

Two types of requests:



With confirmation with one-time code or PIN



With no confirmation with one-time code or PIN

Send an electronic request safely to the bank, with or without additional confirmation with a one-time code or PIN, communicate with the bank regarding the request you have sent and monitor the status of its resolution.

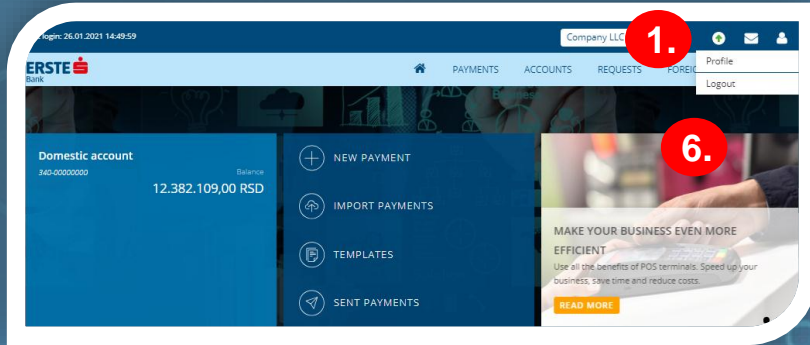
1. Click on "Requests" in the main menu or on the envelope icon in the upper right corner of the screen, then on the "New Request" option.
2. The list shows all requests in electronic form, which are available for sending to the bank. Select the desired request.
3. Fill in all the fields in the request and click "Next". If the sending does not require further confirmation with a one-time code or PIN, the request will be sent to the bank immediately. If further confirmation is required, you will receive a one-time code on the registered mobile telephone number. Enter the code for confirming the sending of the request, click "Apply" and confirm the sending on the next screen. The request will be sent to the bank after that.
4. All sent requests are in the "Requests" table. With the "Actions" option, you may add a comment to the selected request and open the request details. When you open the request details, you have the option to print it, send a message to the bank in connection with the request and change the communication title regarding the request. By selecting multiple requests in the table, you can print a list of requests that you have selected or export them in the appropriate format (Excel, PDF). Sent requests may not be deleted. You can monitor the status of the processing of the sent request at any time, or whether the request is being processed, executed or rejected.
5. Based on the sent request, you can send messages to the bank and receive messages from the bank. Sent messages in connection with the request are in the "Sent" table, and messages received from the bank in the "Inbox" table.
6. All submitted requests may be searched according to different criteria within the filter. You may also sort the data in the table, in all columns.

Actions	Date	Subject	Key data	Status	Note
Actions >	09.12.2020 09:23	Zahtev za dozvoljeno prekraćenje 2		In process	komentar 1
Actions >	07.12.2020 12:50	Zahtev za dozvoljeno prekraćenje			
Open	07.12.2020 12:50	Aktivacija mobilne aplikacije			
Add note					
Actions >	07.12.2020 12:51	Zahtev za dozvoljeno prekraćenje 2			
Actions >	07.12.2020 12:50	Zahtev za dozvoljeno prekraćenje			
Actions >	07.12.2020 12:50	Aktivacija mobilne aplikacije			
Actions >	02.12.2020 10:55	Zahtev za dozvoljeno prekraćenje			



# View your profile and change your password

Three actions:



Overview of data

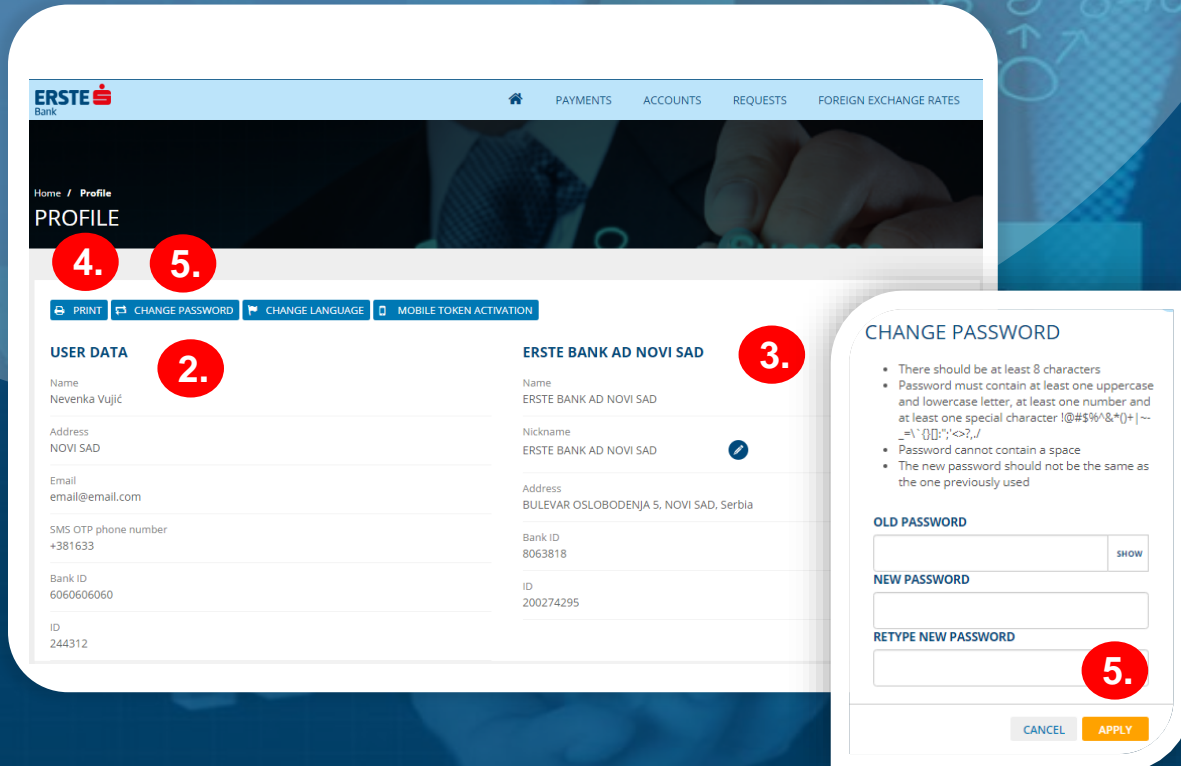


Change the language



Change the password

Under the “Profile” option, detailed information may be viewed on you and the entrepreneurs/legal entities, clients of Erste Bank, for whose electronic banking service you are authorized.



1.

Click on “Profile” in the upper right corner.

2.

On the left side, in the “User data” section, you may view your information: name and surname, address, e-mail address and registered mobile telephone number (to which you will receive one-time codes for logging in and signing orders, requests and authorization of partners), identification number and bank ID.

3.

On the right side you may view information on all entrepreneurs and legal persons, clients of Erste Bank, for whose Erste eBiz service use you are authorized: account holder name, nickname (which you may change, and only you will see the change), address, e-mail address, telephone number, registration number and ID of the bank account holder.

4.

Within “Profile” you may print the data using the “Print” option, select the language that will be the default language each time you log in to Erste eBiz, until the next change of language through the “Change language” option.

5.

Within the “Change password” option, you may change the password for logging in to Erste eBiz in accordance with the specified rules. Enter the current password you logged in with, create a new password and confirm it. Click “Apply”.

6.

Within the same icon in the upper right corner, you may log out of the application using the “Logout” option.





@ErsteBankSrbija



Erste Banka Srbija

Erste telephone number: 0800 201 201, 060 48 48 000, 021 423 364

[www.erstebank.rs](http://www.erstebank.rs)

