

Finance at your fingertips in everyday business

Erste eBiz eBanking service is available to all entrepreneurs and corporate clients of our Bank.

Irrespective of where you are, monitor your finance at any time and execute your banking operations quickly, simply, and securely.

Use Erste eBiz service on-line 24/7 and always be first in queue.

A screenshot of a transaction list in the Erste eBiz interface. The interface includes a navigation bar with 'Details', 'Transactions', 'Statements', 'Inflows', and 'Inflow statistics'. Below the navigation bar, there are filters for 'Awaiting', 'Booked', and 'Rejected/Cancelled', and a date range selector for '06.10.2025 - 08.11.2025'. There are also buttons for 'Print', 'Export', and 'Email'. The main content is a table with columns for 'Actions', 'Booking date', 'Partner', 'Outflow amount', 'Inflow', 'Currency', 'Payment details', and 'Status'. The table contains four rows of data for 'TEST COMPAN...' with various booking dates and amounts.

Actions	Booking date	Partner	Outflow amount	Inflow	Currency	Payment details	Status
Actions	23.10.2025	TEST COMPAN...	8,00		EUR	Test detail	Booked
Actions	18.10.2025	TEST COMPAN...	35.000,00		EUR	Test detail	Booked
Actions	10.10.2025	TEST COMPAN...	10.000,00		EUR	Test detail	Booked
Actions	10.10.2025	TEST COMPAN...	1.000,00		EUR	Test detail	Booked

A screenshot of the Erste eBiz dashboard for a company account. The dashboard features the Erste logo and navigation links for 'Payments', 'eOffice', 'Accounts', 'Tools', 'Requests', and 'Foreign exchange rates'. The main content area displays account information for 'TEST COMPANY EXAMPLE' (340-00000000000000-12), including 'Available balance' and 'Balance' of 18.637.802,16 RSD. There are several action buttons: 'New payment', 'Import payments', 'Templates', and 'Payment process'. A promotional banner on the right side of the dashboard reads: 'All you need to know about the deposit... Deposit over or foreign currency funds, earn interest and use them when needed.' Below the dashboard is a section labeled 'Accounts'.

A screenshot of the 'Account info' and 'Balance overview' sections in the Erste eBiz interface. The 'Account info' section includes options to 'Main account' and 'Add to home', and displays the account number '340-00000000000000-12' and the account name 'TEST COMPANY EXAMPLE'. The 'Balance overview' section shows the current 'RSD' balance of 18.637.802,16 RSD (12.01.2026, 00:00), available balance of 18.637.802,16 RSD, and future outflow of 0,00 RSD. It also shows a booked balance of 18.637.802,16 RSD (12.01.2026, 00:00).

A screenshot of the 'Account transactions' section in the Erste eBiz interface. The interface includes a navigation bar with 'Details', 'Transactions', 'Statements', 'Inflows', and 'Inflow statistics'. Below the navigation bar, there are filters for 'Awaiting', 'Booked', and 'Rejected/Cancelled', and a date range selector for '06.10.2025 - 08.11.2025'. There are also buttons for 'Print', 'Export', and 'Email'. The main content is a table with columns for 'Actions', 'Booking date', 'Partner', 'Outflow amount', 'Inflow', 'Currency', 'Payment details', and 'Status'. The table contains four rows of data for 'TEST COMPAN...' with various booking dates and amounts.

Actions	Booking date	Partner	Outflow amount	Inflow	Currency	Payment details	Status
Actions	23.10.2025	TEST COMPAN...	8,00		EUR	Test detail	Booked
Actions	18.10.2025	TEST COMPAN...	35.000,00		EUR	Test detail	Booked
Actions	10.10.2025	TEST COMPAN...	10.000,00		EUR	Test detail	Booked

All topics are just a click away from you:

01. [Welcome to Erste eBiz](#)

02. [Access to Erste eBiz service is simple](#)

03. [Simple, quick and secure login](#)

04. [Login using mToken](#)

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All topics are just a click away from you:

13. [Collective signing](#)

14. [Pay fast – with payment template](#)

15. [Payment order import](#)

16. [Payment overview](#)

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Welcome to Erste eBiz!

Erste eBiz service enables you the following:

View your balance and transactions of all transaction accounts, credit cards, and deposits you are authorized for; view and download transaction account statements. View foreign currency inflows, prepare and send statistics.

Creating payment orders for domestic and international payments with the option of advance value dating.

Sending payment orders for authorization or signing of already prepared orders in accordance with authorizations.

Overview of payment orders (prepared, unsigned, sent, pending, executed, rejected, cancelled, booked), including the option of sorting and filtering displayed list of payments based on various criteria.

Import of payment order files and authorization of all payments from the file as a batch.

The screenshot displays the Erste eBiz web interface on a laptop. At the top, there is a notification bar indicating 'Number of unread important messages: 14'. The main navigation bar includes the Erste logo and several menu items: Payments, eOffice, Accounts, Tools, Requests, and Foreign exchange rates. The user's company name 'Company.d' is visible in the top right corner.

The main content area is divided into several sections:

- TEST COMPANY EXAMPLE** (340-00000000000000-12): Shows 'Available balance' and 'Balance' both at **18.637.802,16 RSD**.
- Accounts** section: Lists two accounts for 'TEST COMPANY EXAMPLE' (340-00000000000000-12). The first account shows 'Available balance' and 'Balance' both at **18.637.802,16 RSD**. The second account shows 'Available balance' at **0.00 EUR** and 'Balance' at **16.398.40 EUR**.
- Navigation and Actions:** A central menu offers options like 'New payment', 'Import payments', 'Templates', and 'Payment process'. A 'Read more' button is also present.
- Image:** A small image of coins and a document is shown with the text: 'All you need to know about the deposit. Deposit dinar or foreign currency funds, earn interest and use them when needed.'

Welcome to Erste eBiz!

Erste eBiz service enables you the following:

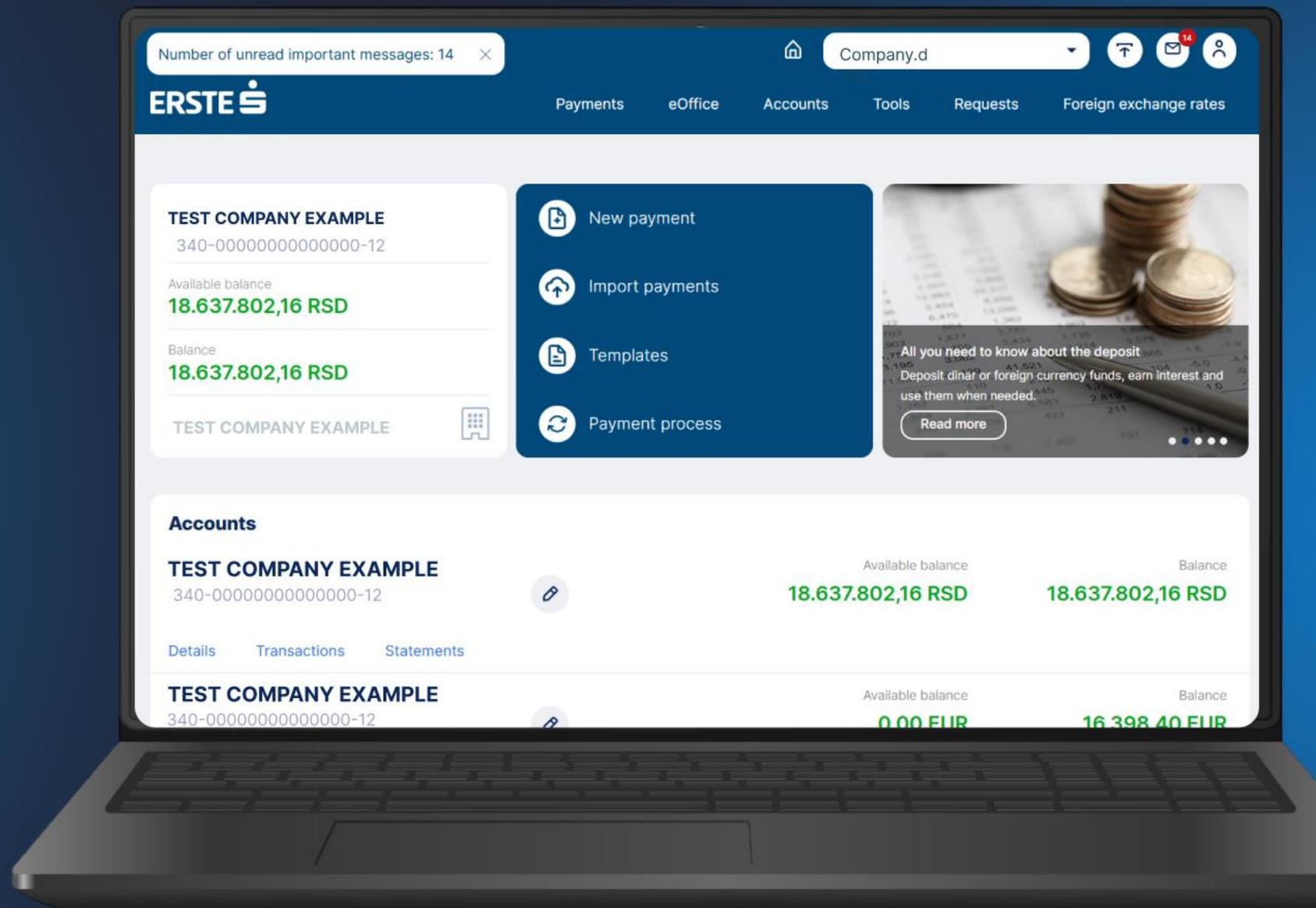
Creation of payment template base.

Creation of partner database and setting of white list of partners (for which additional payment authorization is not necessary).

Activate your mBiz mobile application without visiting the bank.

Two-way communication with the bank – sending of messages or notice overview.

View of exchange rate for currencies.



Access to Erste eBiz service is simple

After login to use Erste eBiz service at any Erste Bank branch and when you receive the login user data, type Erste Bank web site address in the browser:

<https://www.erstebank.rs>

To access Netbanking, you only need:



Web browser



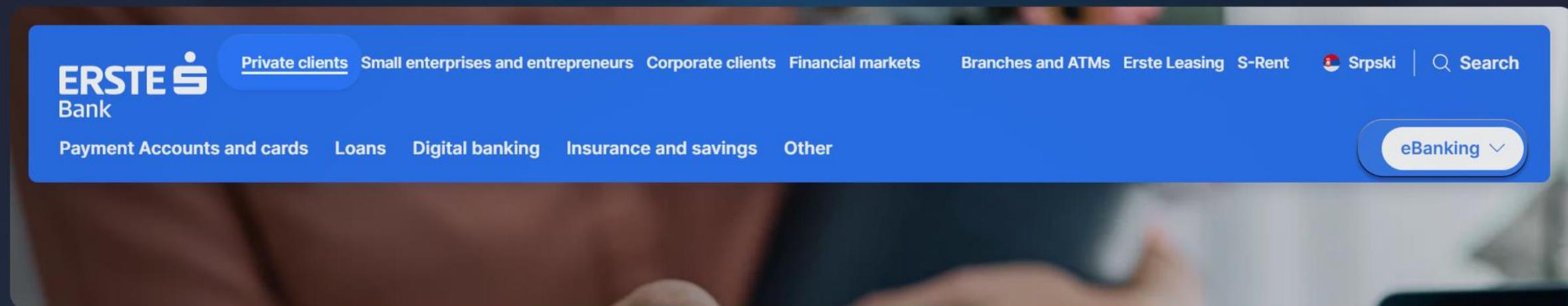
Computer



Internet connection

On the home page, select “Small enterprises and entrepreneurs” or “Corporate clients” option.

Click the “eBanking” button. In the drop-down menu, select the “Erste eBiz login” option.

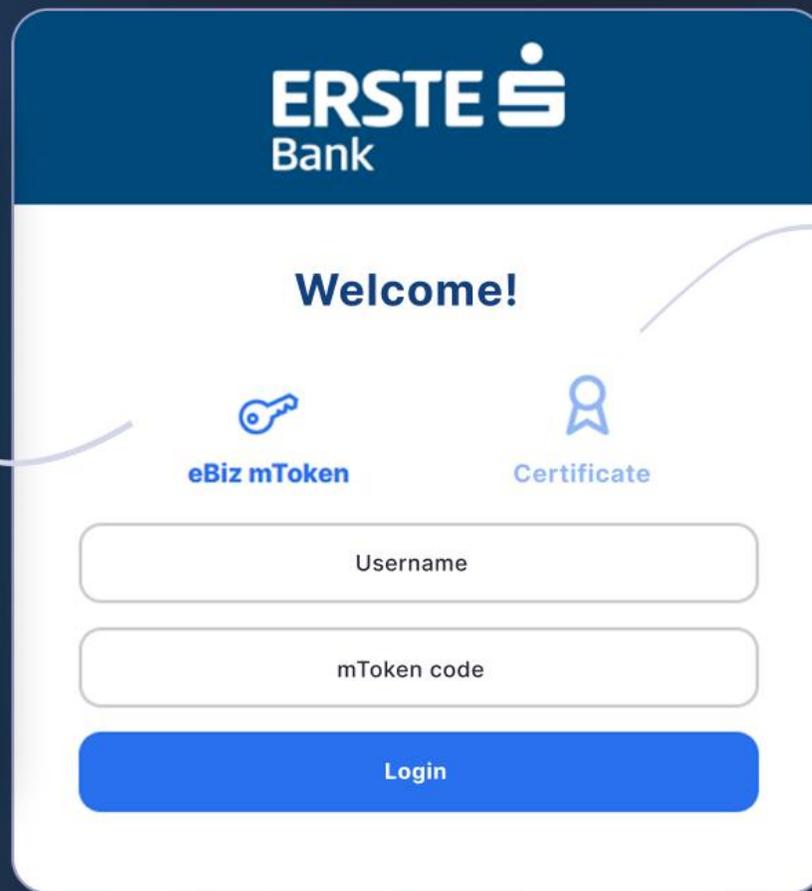


Simple, quick and secure login

Select the login method to Erste eBiz on the login page. You can login using two methods (use only one method or both):

1. On the home page of the eBiz application, enter your username
2. In the mBiz application, select "eBiz Token" → "Log in to eBiz"
3. Confirm with PIN or biometrics
4. Enter the generated mToken code in eBiz

On the login home page, you can select whether you want to use the app in the Serbian or English language.



ERSTE Bank

Welcome!

eBiz mToken Certificate

Username

mToken code

Login

Two methods of login:



eBiz mToken



Qualified certificate
and password

"Certificate" option – selecting this option in the application, you can log in using qualified certificate and password. Qualified certificate is issued by Halcom a.d.

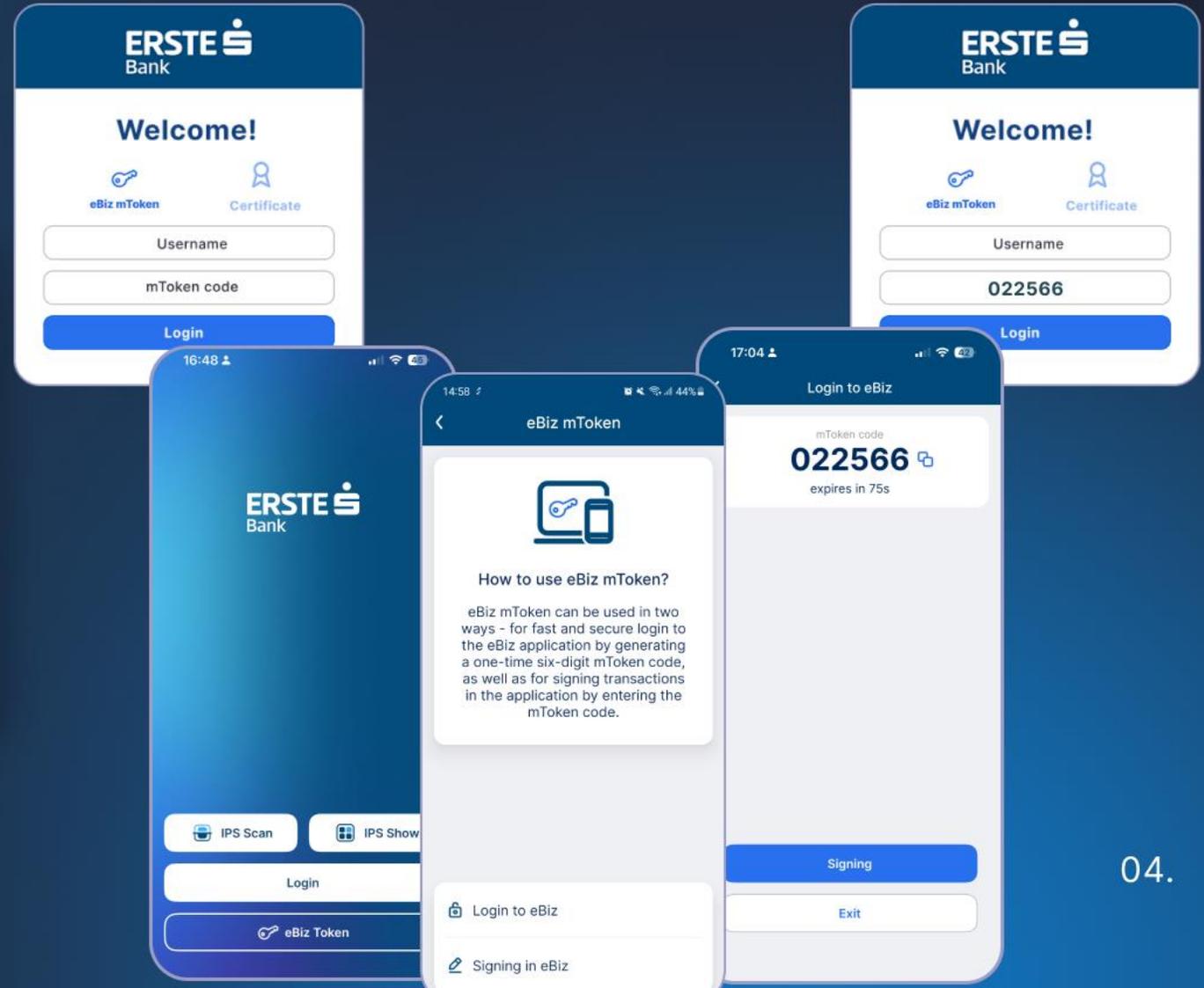
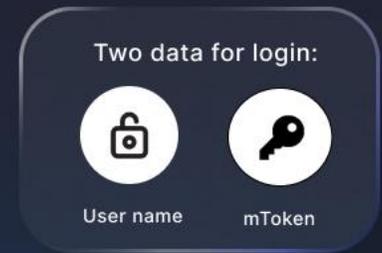
If you already have the qualified certificate, you can use it for the app login. Based on this login method, payments are authorized using qualified certificate (by typing your PIN).

Login using mToken

After registering to use the Erste eBiz service in any branch of Erste Bank, you will receive a username in a message to your registered e-mail address.

Note: mToken codes and passwords are one-time and limited in time.

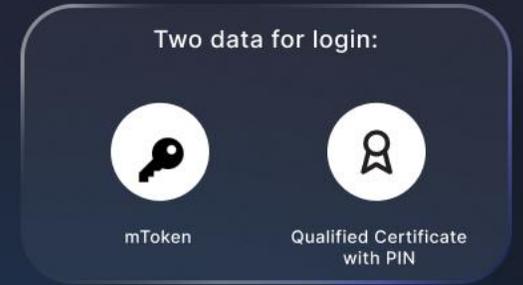
1. On the home page eBiz application input your username
2. Choose “eBiz Token” → “Login to eBiz”
3. Confirm with your PIN or biometrics
4. Input generated mToken code in eBiz application



Login with qualified certificate

After the registration for the use of Erste eBiz service at any Erste Bank Branch and creation of the qualified certificate by Halcom a.d., collect the qualified certificate at the branch.

If you already have this certificate, you can use it upon the registration on Erste eBiz in order to login to the service (with the password you define during the first login to the application).



- 1 Put the certificate in the computer and type the certificate PIN. Open the login link for Erste eBiz and define the password you will use for future logins with the qualified certificate.
- 2 After defining your password in the "Password" box in accordance with the specified rules, type it again in the "Repeat Password" box. Click "Confirm". Password definition is required only during the first login to the application using the qualified certificate.
- 3 After defining your password, the main login screen is opened. Click the "Certificate" option. Type the created password (or the one used for login with the username) in the "Password" box, and then click "Login".

ERSTE Bank

Welcome!

eBiz mToken Certificate

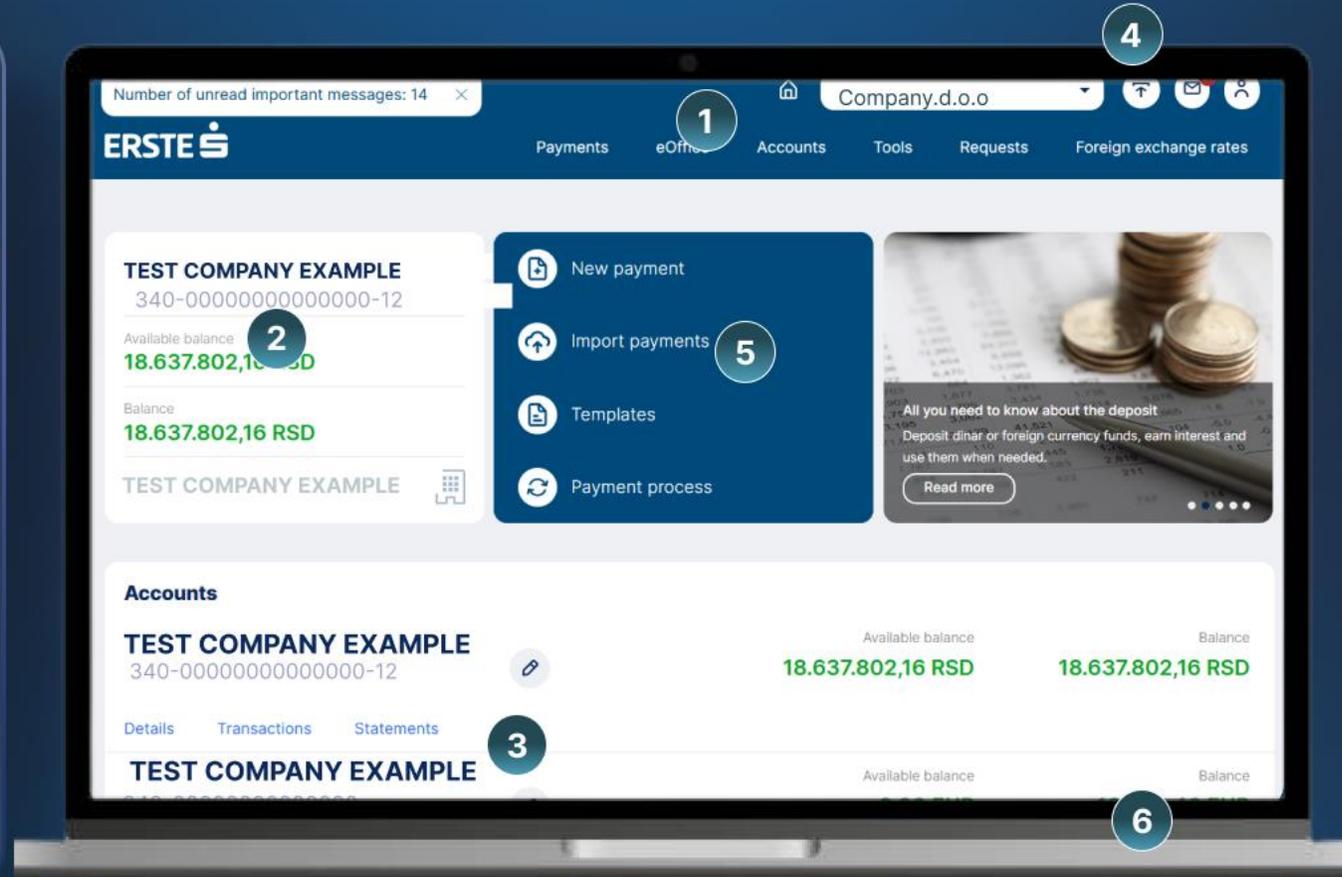
Password

Login

Welcome to the home page!

After the successful login, eBiz home page is opened, where you can:

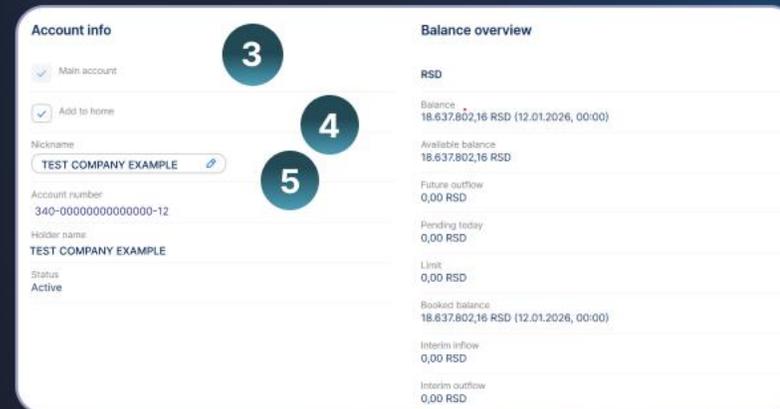
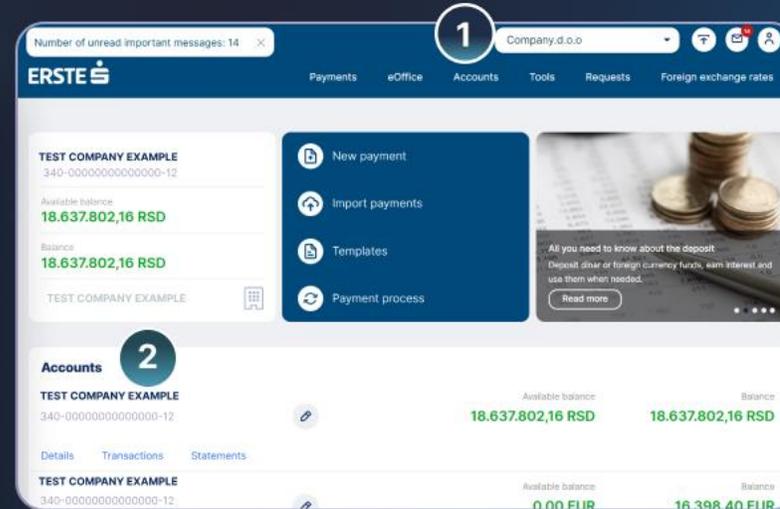
- 1 If you are authorized to use Erste eBiz application under the accounts of multiple entrepreneurs/corporate clients of Erste Bank, you can use the dropdown menu, in the upper right corner, to move to the application of other entrepreneur/legal entity, whereby it is not necessary to login again.
- 2 View current balance of your main account (if you have multiple accounts, the balance of the account you have designated as the main one will be shown). Setting of the account as the main one is described on the following page.
- 3 Use the shortcut for quick view of non-authorized payments. If you are authorized for payment and receive new payments for authorization, the shortcut will be labelled with the number of the payment that needs to be authorized. You can hover your mouse over the shortcut to see its name and meaning.



- 4 Check if there are any payment files currently being processed and cancel them if necessary, review messages and notifications from the bank, as well as the user data and the data of the entrepreneur/legal entity you represent.
- 5 Use the shortcuts enabling you quick access to the most frequently used functionalities:
 - “New payment” – for quick creation of a new payment,
 - “Import payments” – for importing payment file in domestic payments
 - “Templates” – for the creation of a payment based on pre-completed template for payment, and
 - “Payment process” – view all orders sent to the bank for processing.
- 6 View your current balance, details, and transactions of all transaction accounts, credit cards, and deposits you are authorised for, and download transaction account statements for the selected period. All accounts you are authorised for will be shown on the home page. You can remove the view of certain accounts from the home page in the account details.

Home page setting

- 1 Click the "Account" option on the main menu.
- 2 Click the "Account details" option for the account you want to set as the main one, or which you want to set not to be shown on the home page, or the name of which you want to change.
- 3 If you hold multiple accounts, it is necessary to set the one to be shown as the main account on the home page. Check the "Main account" option. You cannot change this setting. Main account is automatically shown as the account from which payments are made when creating a payment.
- 4 Unless you want an account to be shown on the home page, turn off the "Add to home" option. If you want an account to be shown on the home page again, check the "Add to home" option. Following the first application login, all accounts on the home page will be automatically shown.
- 5 Following the first application login, it is necessary to rename all accounts. In the account details click the current account name and input a new one. Click on an empty area outside the account name, and you will receive a message confirming that the name has been successfully changed. The changed name can be viewed only on your home page, but it cannot be viewed by all authorized persons of the same entrepreneur/legal entity.



Three settings:



Following the initial application login, it is necessary to set the main account (if you have multiple accounts), account view on the home page, as well as to rename all accounts (as dinar account, foreign currency account, credit card, deposit).

View your balance, transactions, and account statements

1 Click the “Accounts” option on the main menu and view the balance of all transaction accounts, credit cards, and deposits for which you have authorisation. Accounts are grouped by account type.

Accounts within the same type are sorted by name, while they are sorted by account number within the same name. For any account, you can see the details, transactions, and statements by clicking the relevant option. You can print the account list.

2 Clicking the “Details” option, the data in detail and view of the balance of the selected account are shown. Selecting the “Main account” option, you will set the respective account as the main one (automatically set account on payments), and by selecting the “Add to home” option, you add or remove the account view on the home page.

In the “Descriptive name” field, you change the account name (change is visible only in your application). Through the “Account info card” option, you can print and forward account information to your business partner to credit payment to your account. To view the details of other accounts, change the account from the dropdown menu on the top of the page.

Account Name	Available balance	Balance
TEST COMPANY EXAMPLE 340-0000000000000000-12	18.637.802,16 RSD	18.637.802,16 RSD
TEST COMPANY EXAMPLE 340-0000000000000000-12	0,00 EUR	16.398,40 EUR

Account info	Balance overview
<input checked="" type="checkbox"/> Main account	RSD
<input checked="" type="checkbox"/> Add to home	Balance 18.637.802,16 RSD (12.01.2026, 00:00)
Nickname TEST COMPANY EXAMPLE	Available balance 18.637.802,16 RSD
Account number 340-0000000000000000-12	Future outflow 0,00 RSD
Holder name TEST COMPANY EXAMPLE	Pending today 0,00 RSD
Status Active	Limit 0,00 RSD
	Booked balance 18.637.802,16 RSD (12.01.2026, 00:00)
	Interim inflow 0,00 RSD
	Interim outflow 0,00 RSD

Three types of account views:



Transactions



Balance and details



Statements

Monitor the funds in your daily business checking the balance, details, and transactions of all transaction accounts, credit cards, and deposits you are authorized for, and download transaction account statements for the selected period.

View your balance, transactions, and account statements

1 By clicking the “Transactions” option and selecting the “Booked” option, you can view the history of all transactions for the selected account. Amounts of credit transactions are presented in green. Amounts of debit transactions are presented in red.

Rejected transactions are viewed by selecting the “Rejected/Cancelled” option, their status is presented in red, and they are not included in the account balance, while the rejection status can be seen in the transaction details. Selecting the “Awaiting” option, you can view all transactions awaiting execution.

To view the transactions of other accounts, change the account from the drop-down menu on the top of the page. You can search all transactions based on various criteria within the filter and sort the data in all columns in the table.

2 Clicking the “Actions” in the line of relevant transaction in the table, you can view the transaction details or open transaction in the form of payment order (only if it is sent through Erste eBiz) where you can double the order or issue a new one, save the order as payment template, and register a creditor in the white list).

Selecting multiple transactions in the table, you can print or export the list of transactions in selected format (Excel, PDF, CSV). In order to select all transactions, check the field on the top of the table, in the upper left corner.

Actions	Booking date	Partner	Outflow amount	Inflow	Currency	Payment details	Status
Actions	23.10.2025	TEST COMPAN...	9,00		EUR	Test detail	Booked
Actions	15.10.2025	TEST COMPAN...	35.000,00		EUR	Test detail	Booked
Actions	10.10.2025	TEST COMPAN...	10.000,00		EUR	Test detail	Booked
Actions	10.10.2025	TEST COMPAN...	1.000,00		EUR	Test detail	Booked

Statement number	Statement date	Opening balance	Closing balance	Currency	Debit amount	Credit amount
22	27.11.2025	16.521,40	16.398,40	EUR	123,00	0,00
21	23.10.2025	16.530,40	16.521,40	EUR	9,00	0,00
20	15.10.2025	51.530,40	16.530,40	EUR	35.000,00	0,00

Three types of account views:



Transactions



Balance and details



Statements

3 Clicking the “Statement” option, you can view the list of statements. Clicking the “Actions” in the relevant line, followed by the “Download” option, you can download the relevant statement in PD, Excel, or CSV to view it or for an external use.

Domestic payments



Prepare



Sign



Send

1 In the main menu, select the "Payments" option, followed by the "New payment" option, or select the "New payment" shortcut on the home page.

2 In the dropdown menu, select the payment type, i.e. whether you want to make payment through standard payment, foreign payment, general transfer, or compensation payment. Make payment from the prepared payment template by selecting the template from the dropdown menu.

3 Data on creditor are automatically filled in. Select an account from which you want to make payment.

Number of unread important messages: 14

Company.d.o.o

ERSTE Bank

Payments eOffice Accounts Tools Requests Foreign exchange rates

Home / Payments / Payment process / New payment

New payment

1. Prepare 2. Review 3. Sent

Select payment type: Standard payment or pay from template

2

Pay from

Debit account: TEST COMPANY EXAMPLE 340-0000000000000000-12

Name: TEST COMPANY EXAMPLE

Address: Address

City: City

Payment code: 21

Amount RSD: [input field]

Assignments: [checkbox]

Reimbursement: [checkbox]

Debtor reference: [input field]

Payment details: Turnover of goods and services - final consumption

Pay to

Name: Search creditor name

Address: [input field]

City: [input field]

Credit account: [input field]

Creditor reference: [input field]

Execution date: 13.01.2026

Urgent: [checkbox]

Save Save and new Submit for authorization Next

4 Input the data on creditor (name, address, city, and account). If you have already made payment towards the same creditor or input the creditor in the partner base, when typing a name into the "Name" (of creditor) field, the dropdown menu will open, in which you can select the creditor, whereby other creditor data will be automatically filled in.

Account of the creditor is input without any space and hyphen. Select the payment code from the dropdown menu, input and confirm desired amount. Input debtor reference 97 or leave the box empty unless payment is based on model 97. Further, input the reference number and payment purpose. If you want to execute the transaction on a particular date in the future, input the relevant date in field "Execution date". If you want to execute a transaction as an instant transaction (in several seconds from the time of sending), select the "Urgent" option.

Domestic payments



Prepare



Sign



Send

1

Upon the completion of all elements, click the “Next” option. Unless you are authorized for signing, but only for payment preparation or if you want to authorize multiple payments, click the “Submit for authorization” option.

2

After clicking “Next”, check the input data in your payment, and, in the event any changes are necessary, click the “Edit” option. If data are correctly input, click “Pay”.

3

If you choose the mToken registration method, you also sign the payment with mToken:

1. It will be displayed “Confirmation code”
2. Input code and generate mToken password in mBiz application
3. Input mToken password and confirm account

4

If you choose Certificate as the method of application, sign with the PIN of the certificate.

After the payment is sent to be processed, you can save the payment as the template for future payments to the same creditor by selecting the “Save as template” option. You can also include a creditor in the white list by selecting the “Save partner as authorized” option and create a new payment by selecting the “New payment” option.

Payments through general transfer (foreign currency buying)



Prepare



Sign



Send

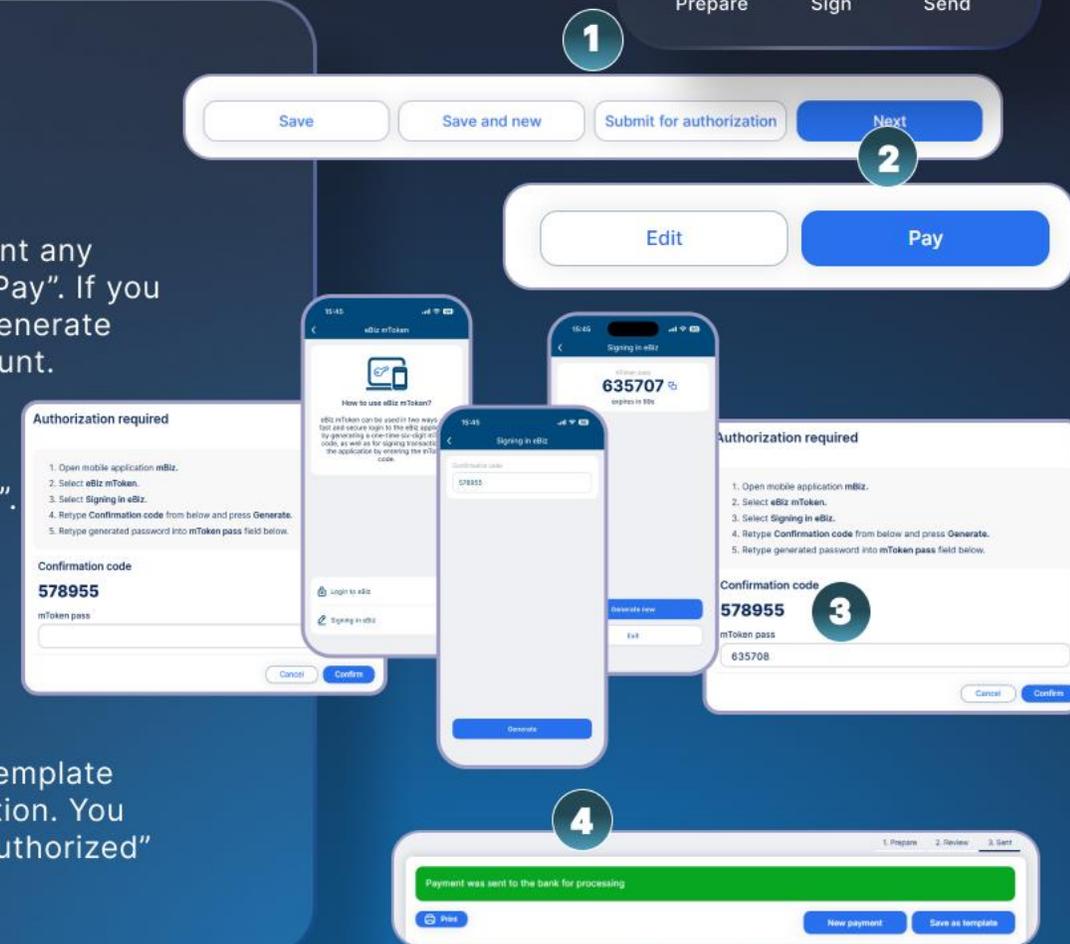
- 1** In the main menu, select the “Payments” option, followed by the “New payment” option, or select the “New payment” shortcut on the home page.
- 2** In the dropdown menu, select the “General transfer” payment type, or make payment from already prepared payment template by selecting the template from the dropdown menu.
- 3** Data on creditor are automatically filled in. Select an account from which you want to make payment. Further, it is necessary to select the currency and amount in the “Coverage amount/currency” box, based on which you want to make payment.
In the “Payment details” box, it is necessary to state the payment purpose, while the reference field is optional.
- 4** Input the data on creditor (name, address, city, and account). If you have already made payment towards the same creditor or input the creditor in the partner base, when entering a name into the “Name” (of creditor) field, the dropdown menu will open and you can select the creditor, whereby other creditor data will be automatically filled in. In the “Credit amount”, it is necessary to select the currency and amount in which you want to credit the transaction.
Creditor's account is input without any space and hyphen. Select the payment code from the dropdown menu, input and confirm the desired amount. Input debtor reference 97 or leave the box empty unless payment is based on model 97. Further, input the reference number and payment purpose. Only one amount (credit or debit) must be filled in correctly. If you want to execute the transaction on a particular date in the future, input the relevant date in field “Execution date”.

Payments through general transfer (foreign currency buying)

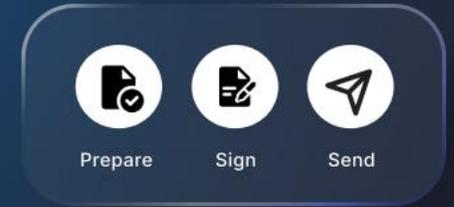


- 1** Upon the completion of all elements, click the “Continue” option. Unless you are authorized for authorization, but only for payment preparation or if you want to authorize multiple payments, click the “Submit for authorization” option.
- 2** After clicking “Next”, check the input data in your payment order, and, in the event any changes are necessary, click the “Edit” option. If data are correctly input, click “Pay”. If you decide to pay by mToken, it will be displayed „Kod za potvrdu“. Input code and generate mToken password in mBiz application. Input mToken password and confirm account.
- 3** If you choose the mToken registration method, you also sign the payment with mToken:: It will be displayed “Confirmation code”. Input code and generate mToken password in mBiz application. Input mToken password and confirm account.

If you choose Certificate as the method of application, sign with the PIN of the certificate.
- 4** After payment is sent to be processed, you can save the payment order as the template for future payments to the same creditor by selecting the “Save as template” option. You can also include the creditor in the white list by selecting the “Save partner as authorized” option and create a new payment by selecting the “New payment” option.



International payments



- 1** In the main menu, select the “Payments” option, followed by the “New payment” option, or select the “New payment” shortcut on the home page.
- 2** In the dropdown menu, select the “Foreign payment” type, or make payment from already prepared payment template by selecting the template from the dropdown menu.
- 3** Select an account from which you want to make payment. Input the amount and currency in which you want to make payment, date of transaction execution (which can be two business days in advance, as a maximum), coverage currency, and expenditure option.

The screenshot shows the ERSTE Bank online payment interface. At the top, there is a navigation bar with 'Payments', 'eOffice', 'Accounts', 'Tools', 'Requests', and 'Foreign exchange rates'. The main content area is titled 'Foreign payment' and includes a dropdown menu for 'Pay from' (set to 'TEST COMPANY EXAMPLE'). Below this are fields for 'Credit account', 'Amount / Currency', 'Execution date', 'Coverage currency', and 'Payment method'. The 'Pay to' section contains fields for 'Name', 'Address', 'City', and 'Country'. The 'Creditor bank' section includes fields for 'BIC', 'Bank name', 'Bank address', 'Bank city', 'Bank country', and 'Bank ID'. The 'Intermediary bank' section has similar fields. The 'Other' section includes 'Debit account', 'Method', and 'Reference'. The interface is annotated with numbered circles 1 through 5.

- 4** Input data on the creditor from the instruction received from your foreign partner. If you have already made payment towards the same creditor or input the creditor in the partner base, when typing a name into the “Name” (of creditor) field, the dropdown menu will open, in which you can select the creditor, whereby other creditor data will be automatically filled in. Please ensure to fill in the SWIFT code of the creditor's bank as well as other data on the creditor's bank. You can optionally use an intermediary bank.
- 5** The instrument and method are pre-filled and can be changed as necessary. For example, in the event of payment for business travel per diems, it is necessary to select “Travelling allowance” from the “Method” menu. Loan data are necessary only if you settle liabilities under an FX loan.

International payments



Prepare



Sign



Send

1

Data for statistics are an obligatory part of payment, where it is necessary to select statistic, fill-in invoice, year, as well as amount. In the event of multiple invoices, the amount sum must be equal to the initial amount stated at the beginning.

Upon fill-in, it is necessary to confirm your input by clicking the "Add" button. In this manner, you can add multiple rows when executing payment of multiple invoices.

2

Upon the completion of all elements, click the "Continue" option. Unless you are authorized for signing, but only for payment preparation or if you want to authorize multiple payments, click the "Submit for authorization" option.

After clicking "Next", check the input data in your payment, and, in the event any changes are necessary, click the "Edit" option. If data are correctly input, click "Pay".

Data for statistics

No.	Statistic	Number (proforma)invoice	Transaction description / Description of payment details (data for invoice bank)	Amount (+/-)
Net order amount				0,00
Net order amount in paying currency				0,00

Attachments

No added attachments.

Edit Pay

Attachments

Add attachments

Save Save and new Submit for authorization Next

Authorization required

1. Open mobile application mBiz.
2. Select eBiz mToken.
3. Select Signing in eBiz.
4. Retype Confirmation code from below and press Generate.
5. Retype generated password into mToken pass field below.

Confirmation code
578955

mToken pass

Cancel Confirm

How to use eBiz mToken?

eBiz mToken can be used to two ways: first and easiest way is to the eBiz system by generating a one-time one-digit mToken, as well as for signing transactions in the application by entering the eBiz code.

15:45 eBiz mToken

15:45 Signing in eBiz

15:45 Signing in eBiz

15:45 Signing in eBiz

635707

Generate new

Generate

Cancel Confirm

3

If the recipient is authorized and is on the white list, the order will be forwarded to the bank for processing immediately after clicking on the "Pay" option.

If you choose the mToken registration method, you also sign the payment with mToken:

1. "Verification Code" will be displayed
2. In the mBiz application, select "Signing in eBiz", enter the confirmation code and generate the mToken code
3. Enter the mToken code in eBiz and confirm the account

If you choose Certificate as the method of application, sign with the PIN of the certificate.

4

After payment order is sent to be processed, you can save the payment as the template for future payments to the same creditor by selecting the "Save as template" option.

You can also include the creditor in the white list by selecting the "Save partner as authorized" option and create a new payment by selecting the "New payment" option.

1. Prepare 2. Review 3. Sent

Payment was sent to the bank for processing

Print

New payment Save as template

FX Inflow Statistics



- 1 On the home page, within the FX account, it is necessary to select the “Inflows” option.
- 2 It is necessary to also designate the desired inflow and select “Prepare inflow statistic” in the “Actions” section. In the application, the inflow status is “Confirmed (report needed)”. The following screen shows the data on the creditor and debtor, as well as the data for statistics.
Na narednom ekranu prikazani su podaci primaoca i platioca kao i podaci za statistiku.
- 3 Within the statistics data, it is necessary to fill in the “Statistic” box and click + on the right hand-side. Furthermore, as necessary, it is also possible to add an attachment. Following the input of the statistics data, select the “Next” option.
- 4 In the next step, after the check of the statistics data, by clicking “Send”, statistics will be sent to the Bank. Within the application, the inflow will get the “Sent” status
- 5 Upon statistics processing by the bank, this transaction will be seen within the booked transactions in the application

ERSTE Bank

Number of unread important messages: 14 Company.d.o.o.

Payments eOffice Accounts Tools Requests Foreign exchange rates

TEST COMPANY EXAMPLE
340-00000000000000-12

18.637.802,16 RSD

18.637.802,16 RSD

TEST COMPANY EXAMPLE

Accounts

TEST COMPANY EXAMPLE
340-00000000000000-12

Details Transactions Statements Inflows

TEST COMPANY EXAMPLE
340-00000000000000-12

Details Transactions Statements Inflows Inflow statistics

Today Week Month Custom 11.10.2025 - 11.11.2025
Creation date

Print Export Email Columns Filter

Actions	Value date	Debtor name	Amount	Currency	Details	Status	Creation date
Actions	23.10.2025		3.000,00	EUR		Processed (Report needed)	24.10.2025

Data for statistics

No. Statistics: [dropdown] Handler (partner/service): [dropdown] Year: [dropdown] Transaction description (Description of payment details (date for partner/service bank): [dropdown] Amount (€): 3.000,00

Net order amount: 3.000,00
Net order amount by paying currency: 0,00

The inflow receiver is also the terminal user of the foreign lang:

Loan registration no.: [input]
Loan year: [select]
Special sign: [select]

Attachments
Add attachment

Attachments
No added attachments.

Edit Send

Home / Accounts / Inflow statistics / Fill report

Fill report

1. Prepare 2. Review 3. Send

Inflow statistic was sent to the bank for processing

Next

Collective signing

If you have arranged an option of joint signing, every payment (domestic payment, international payment, or general transfer) can be signed (verified) upon the completion and before sending to the bank, in the following ways:



1 If you are a first signatory, you can sign (authorize) the order without the approval by other persons (by clicking "Next") with whom you have arranged joint signing, further, since you are the first signatory, other persons cannot sign (authorize) the order without approval by you, but, in the event this is necessary, you can send the order to be signed by other person by clicking the "Submit for authorization" option.

You can save the order prepared by selecting the "Save and new" or "Save" options.

2 If you are the first or second left/right signatory, you are allowed to enter and prepare the payment, but you must send it for signing (authorization) to the person authorized for signing and final authorization of the order (first signatory) by clicking on "Save and new" or "Save".

The screenshot shows the 'New payment' form with the following fields: 'Select payment type' (General transfer), 'Pay from' (Debit account: TEST COMPANY EXAMPLE), 'Pay to' (Credit account: 34000000000000000000), and 'Other data'. The 'Next' button is highlighted with a red circle and the number 1.

The screenshot shows the 'New payment' form with the 'Save and new' button highlighted with a red circle and the number 2.

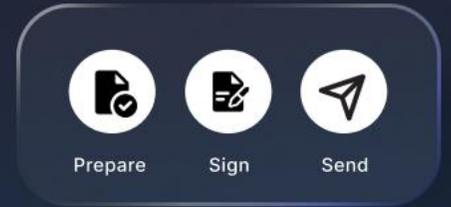
3 When an order is sent for authorization by other person in both cases (irrespective of whether you are the first signatory or first/second left/right signatory), the payment is automatically sent to section "Authorize batches" where the following action is pending. In the payment status field, you can monitor the payment status. In the event you are authorized to be the first signatory, you can immediately sign the payments in the "Authorize batches" section by clicking "Actions" and send them to the bank for processing, modify payments, or return payments for preparation, as necessary.

The screenshot shows the ERSTE Bank interface with the 'Unassigned' payment status table. The table has columns for Actions, Debit date, Creditor name, Amount, Currency, Status, Creditor account, Creditor reference, and Last modified. The 'Send & Sign' button is highlighted with a red circle and the number 3.

Actions	Debit date	Creditor name	Amount	Currency	Status	Creditor account	Creditor reference	Last modified
Actions	14.01.2026	TEST COMPAN...	20,00	RSD	Prepared	340-0000000000000000-12		14.01.2026, 13:07

Collective signing

If you have arranged an option of joint signing, every payment (domestic payment, international payment, or general transfer) can be signed (verified) upon the completion and before sending to the bank, in the following ways:

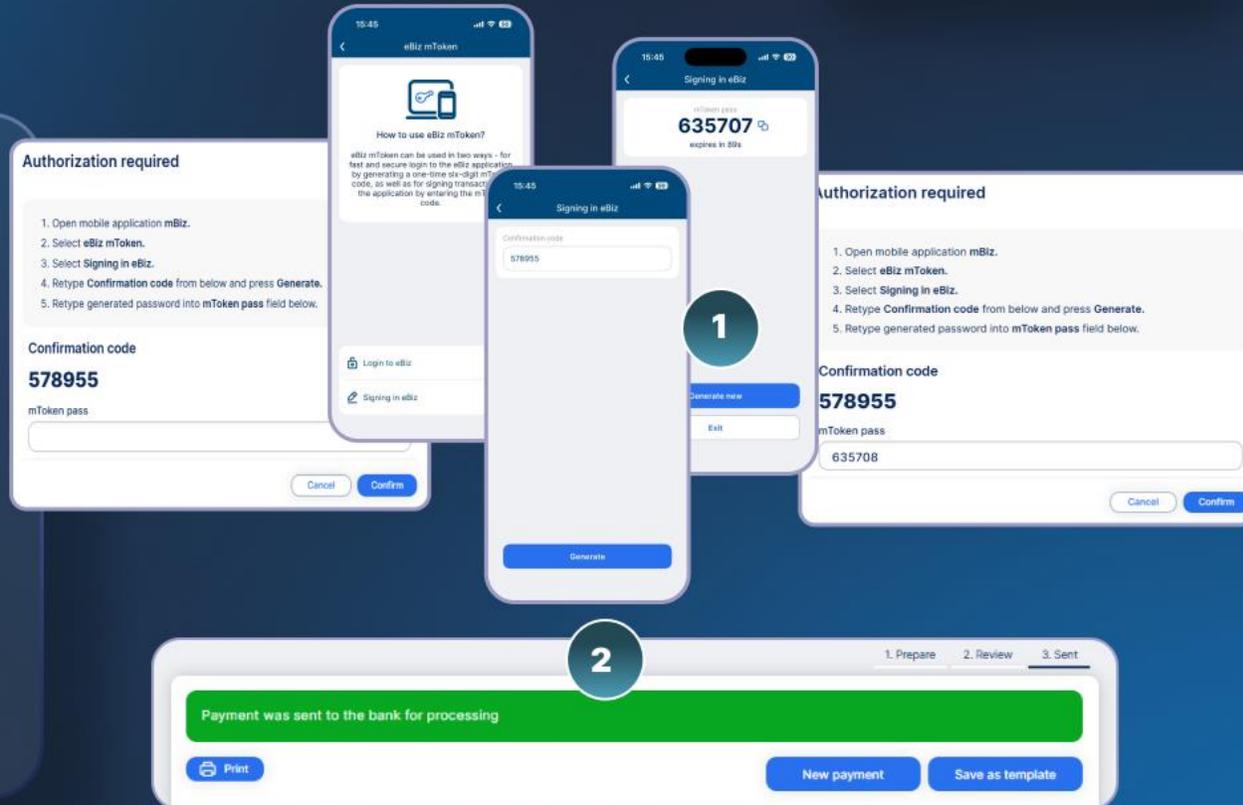


- 1** If you choose the mToken registration method, you also sign the payment with mToken:
 1. "Verification Code" will be displayed
 2. In the mBiz application, select "Signing in eBiz", enter the confirmation code and generate the mToken code
 3. Enter the mToken code in eBiz and confirm the account

If you choose Certificate as the method of application, sign with the PIN of the certificate.

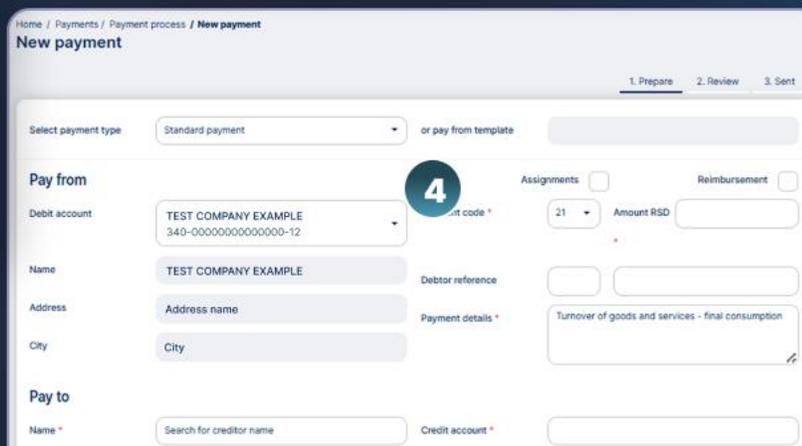
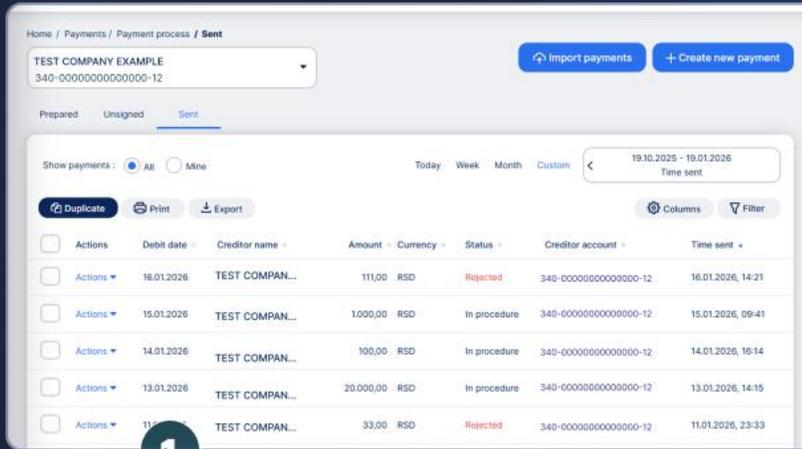
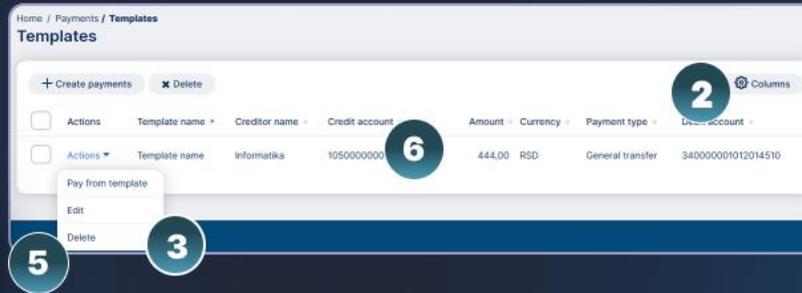
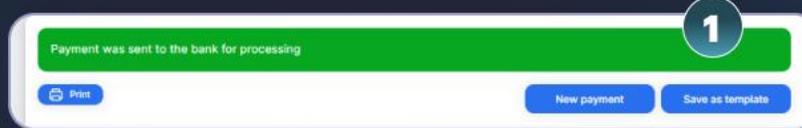
- 2** After payment order is sent to be processed, you can save the payment order as the template for future payments to the same creditor by selecting the "Save as template" option.

You can also include the creditor in the white list by selecting the "Save partner as authorized" option and create a new payment by selecting the "New payment" option.



Pay fast – using payment template

- Any payment can be, after it is sent to the bank for the purpose of processing, saved as the template for future payments to the same creditor by selecting the “Keep as template” option. Templates can also be created in the table of sent payments, through the “Actions” option for relevant order, by selecting the “Save as template” option in the dropdown menu.
- To view all saved payment templates, click “Payments” in the main menu, and then “Templates” or use the “Templates” shortcut on the home page.
- Template based payment can be made using the dropdown menu option “Templates”, within the “pay from template”, within the “Actions” option. Selecting multiple templates for payment in the table and selecting the “Create payments”, you can create multiple payment orders at the same time. Before payment is sent, the screen where it is necessary to select the account which will be debited for the selected payments is opened.
- Template based payment may be made in the first step of new payment creation. In the dropdown menu, you can select the template for payment based on which a new order will be created.



Three steps for payment from templates:



Create



Edit



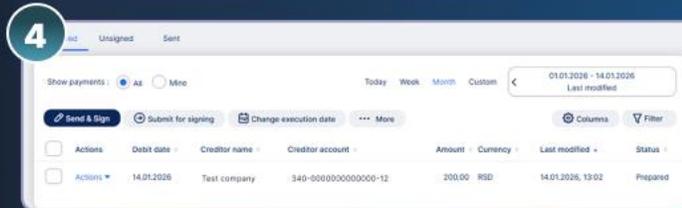
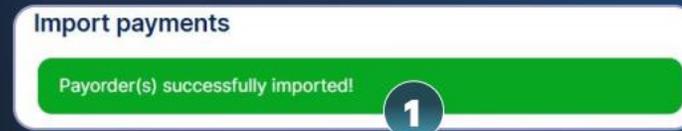
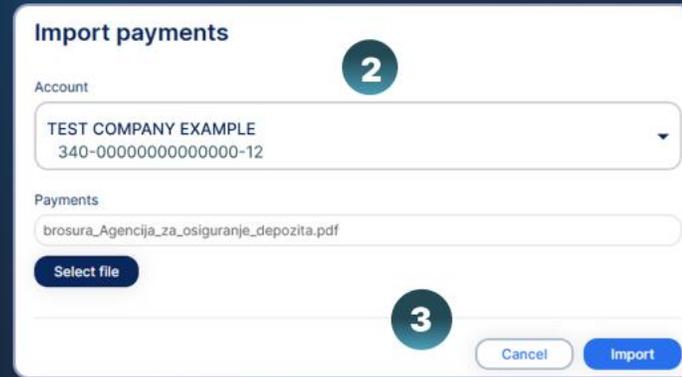
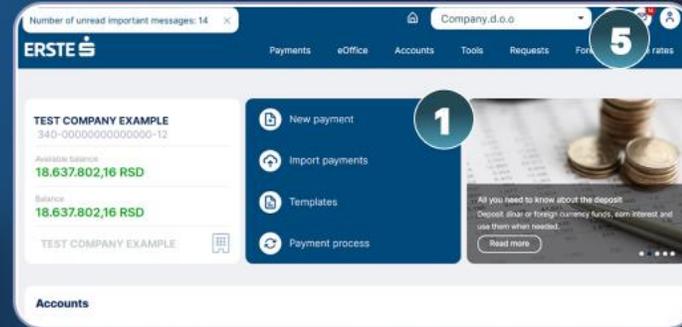
Pay

- Every payment template can be edited or deleted by clicking the “Edit” or “Delete” in the dropdown menu, within the “Actions” option with relevant template in the table.
- Data on all payment templates in the table can be sorted in all columns.

Payment order import

- 1** In order to load a payment file in the system, click the "Import payments" option on the home page or click the "Payments" on the main menu, and then the "Import payments" option above the presented payments table.
- 2** Select the account from which you want to pay the imported orders. Click "Choose file" and attach a file in the appropriate format from your computer, then click "Import".

If the selected account is different from the debit account entered in the file, you will receive a message in which you will click on "Change and import" to import orders from the file to the debit account you selected (instead of the account specified in the file).
- 3** After importing the file, you will receive a message that it has been successfully imported into the system, with information on how many accounts from the file were rejected and had errors, and how many accounts were successfully prepared.
- 4** Imported payments are stored in the table which includes payments prepared, which you can send to authorization or sign and send to the bank (in accordance with your authorizations), as described on the next page.
- 5** If the file includes a high number of payments, certain time for processing will be necessary. All files pending processing can be checked within the account import icon in the upper right corner, where a file can also be deleted before it is processed and imported into the system.



Three steps for payment import:



Simultaneous creation and sending of multiple domestic payments can be made by creating and loading relevant file into Erste eBiz application.

Payment overview

All prepared payments sent to authorization or to the bank for processing can be viewed in detail in the “Payments” section after processing and in the “Transactions” section, where you can see whether a payment has been executed or possibly rejected.

1 In the “Prepared” section, you can view the prepared payments, which have not been sent to authorization (if you are authorized for payment preparation). A prepared payment in the table can be sent to authorization, edited, or deleted using the options in the dropdown menu, opened by clicking “Actions” for relevant payment.

After selecting multiple payments in the table, you can send them all at once to be signed (unless you are authorized for signing) or sign and send them to the bank (if you are authorized for signing), edit execution date and creditor’s account, as well as delete the selected payments. In the “Status” column, you can check if a payment has been successfully created or if it includes an error.

2 In the “Sent” section, you can view the payments sent to the bank to be processed. You can view a payment in the table in detail, create a template for future payments, or duplicate a payment (identical new payment will be created in the prepared payments table) using the options in the dropdown menu opened by clicking the “Actions” section for relevant payment.

Selecting multiple payments in the table, you can duplicate multiple payments at once. In the “Status” column, you can check whether a payment has been successfully executed (a statement has been set up), booked, rejected, cancelled, or pending processing by the bank.

The screenshots illustrate the ERSTE Bank payment overview interface. The top screenshot shows the 'Prepared' section with a table of payments and a 'Send & Sign' button. The middle screenshot shows the 'Sent' section with a table of payments and a 'Duplicate' button. The bottom screenshot shows the 'Unsigned' section with a table of payments and a 'Move to prepare' button. Each screenshot has a numbered callout (1, 2, 3, 4, 5) pointing to specific UI elements.

Three payment overviews:



Prepared



Unsigned



Sent

3 Click the “Payments” section in the main menu or “Sent” on the home page.

4 In the “Unsigned” section, you can see the payments sent to the authorization by a person who is not authorized to sign payments. If you are authorized for signing, you can sign and send an unsigned payment in the table to the bank to be processed, review the payment in detail, return payments to prepared if an adjustment is necessary, change the execution date before the authorization, and delete payment using the options in the dropdown menu within the “Actions” option for relevant payment.

Selecting multiple payments and clicking the “Send & sign” option, you will sign multiple payments in batch with a one-time mToken code and send such payments to the bank to be processed. In the “Status” column, you can check if a payment has been successfully created or if it includes an error.

5 You can browse all payments based on various criteria within the filter and sort the data in tables in all columns.

Partner base and inclusion in the white list

Any partner/creditor can be input in the partner base and set in the white list. Input in the white list requires the authorization of partners' data and accounts using a one-time mToken code or PIN. It is not necessary to additionally authorize payments credited to the partners/creditors in the white list.

Two statuses of partner/
creditor:



Authorized:
(included in the white
list)



Non-authorized
(not included in the
white list)

1 You can add a partner who has not been credited payments in the base by clicking "New partner". Type the partner data: name, address, city, state, and account number, and select whether you want to save the partner as a non-authorized or authorized (immediately include the partner in the white list) and click "Save".

If you select the status "authorized" after "Save", enter the mToken one-time code on the next screen. If you signed in to the application with a certificate, you need to enter a PIN.

Actions	Partner	Address	Account	Status
Actions	200030000	BEOGRAD, BEOGRAD	340-0000	Non-authorized
Edit		adresa, grad	340-0000	Non-authorized
Delete		Adresa, PoC	340-0000	Non-authorized
Actions	Adem Julan	Adresa, PoC	340-0000	Non-authorized
Actions	Aleks	ad, grad	340-0000	Non-authorized
Actions	BAS O	ADRESA, GRAD	340-0000	Non-authorized
Actions	Berberic	Adresa, Grad	340-0000	Non-authorized
Actions	Bubic DDO	Adresa, Beograd	340-0000	Authorized

Partner

Partner name *

Partner address *

Partner city *

Partner country

Serbia

Account

Type

Domestic account Foreign account

Account number *

Partner type

Status

Authorized Non-authorized

NOTE: Payments to authorized partners do not require additional authorization.

Cancel Save

2 You can edit the status whether a partner is included in the white list (authorized) or not (non-authorized) in the base by clicking the "Edit" option in the dropdown menu within the "Actions" option for the partner whose status you want to edit. If you want to authorize a partner who has previously been saved as non-authorized in the base, after editing the status and clicking the "Save" option, it is necessary to confirm editing using the one-time mToken code or PIN. The same applies if you change the name or account of an authorized partner. Every partner in the base can be deleted using the "Delete" option in the dropdown menu within the "Actions" option.

Activate the mobile app without visiting the bank!

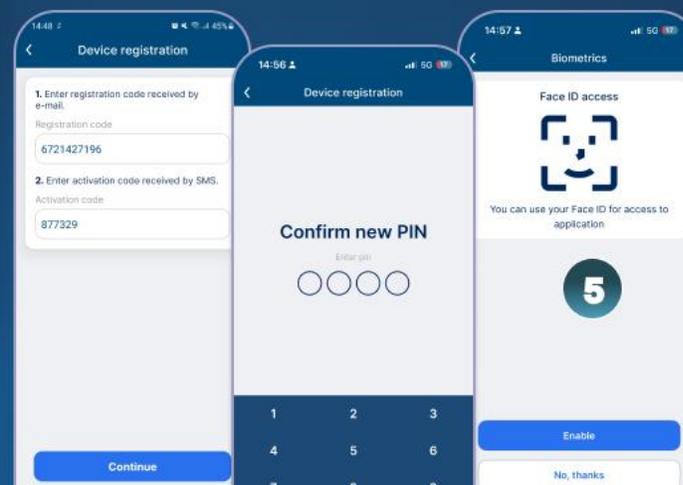
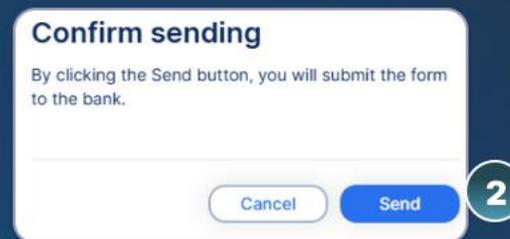
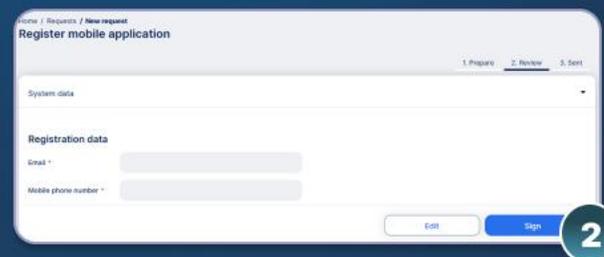
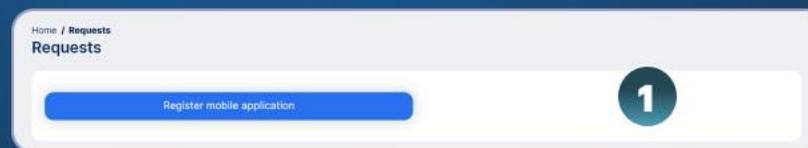
If you are the client of Erste Bank and have subscribed to Erste eBiz e-banking application, activate the mBiz mobile app in just a few simple steps, through eBiz service, without visiting the bank.

1 Open the electronic application to activate the mobile application using the "Requests" option on the main menu.

2 Type your e-mail address and mobile number and click "Next". Check your data and click "Sign" or "Edit" if corrections of the input data are necessary. Confirm sending of the request inputting the mToken one-time code, click "Apply", and confirm sending on the next screen.

If you have logged in the application with the certificate, request sending is authorized using the PIN.

3 Download Erste mBiz app from Google Play, App Store, or Huawei AppGallery Store, and install it on your mobile device. Open the application, click "Login". In the "Registration code" box, input the registration code you have received in the e-mail, and in the "Activation code" box input the activation code you have received in the SMS to the telephone number input in the application, and click "Continue".



* By activating the mBiz service on a new device, the application on the previous device will be deleted.

* Use of the mBiz service is supported only on one device.

4 After the mobile application activation on your device, define the four-digit PIN, in accordance with the stated rules. You will use your PIN for any further login to the application and order signing. It is necessary to confirm your PIN on the following screen. It is not possible to define the PIN as identical four digits (e.g. 1111) and numbers in sequence (e.g. 1234 or 4321). When changing the PIN, your new PIN cannot be the same as the one of the previously used PINs.

5 To log in the mobile application and authorize payments, you can also use your fingerprint or face scanner (only with iOS devices) by allowing the biometric login in the course of the first app login or subsequently within the "Settings" option.

Send message to the Bank and receive notices

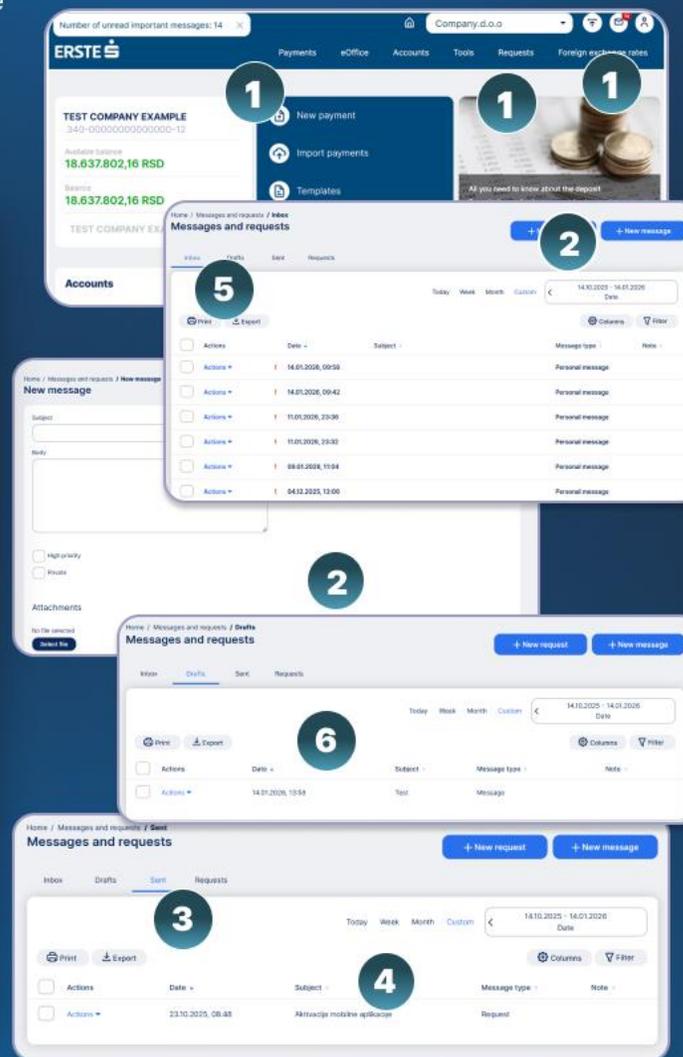
Using the “Messages and requests” option, you can securely communicate with the bank – send your messages in two-way communication with the bank and receive notices.

Three types of message views:



Received Prepared Sent

- 1 Click the envelope icon in the upper right corner. When you receive urgent messages or notices from the bank, the message of the number of unread important messages will be shown in the upper right corner until you read them. You can temporarily close a notice on the current page clicking the “x” in the notice.
- 2 To send a new message, click “New message”, type the message title and text, designate whether this is a high priority message or personal (only you can see a personal message, but other persons authorized by the same client cannot see it), add an attachment (up to 3 MB), and click “Send”. If you want to save and send the message later, click “Save”, and if you decided not to send it, click “Cancel”.
- 3 All messages sent to the bank are in the “Sent” table. Using the “Actions” option, you can add a comment in the selected message and open its details. When you open message details, you can print and delete it. Selecting multiple messages in the table, you can print a list of messages or export the messages in the selected format (Excel, PDF).
- 4 You can search all messages (inbox, drafts, and sent) based on various criteria within the filter and sort the data in tables in all columns.

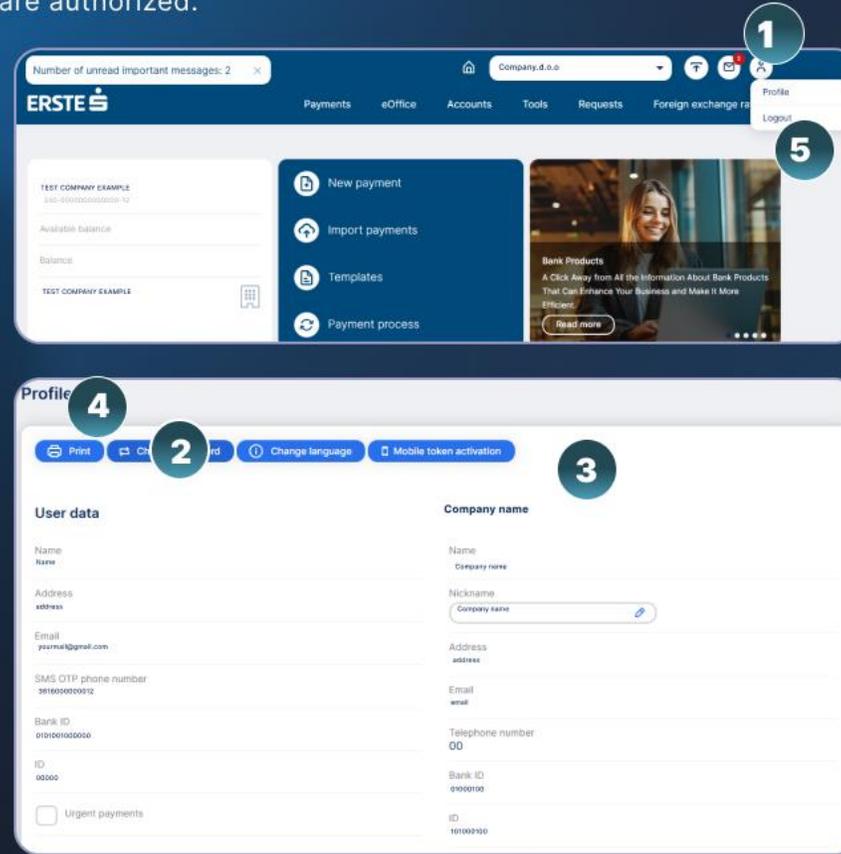


- 5 All received messages and notices from the bank are included in the “Inbox” table. Using the “Actions” option, you can add a comment in the selected message and open its details. When you open message details, you can print and delete it, or send a response by clicking “Reply”. You can send replies only to messages, but you cannot send them to notices. Selecting multiple messages in the table, you can print a list of messages or export the messages in the selected format (Excel, PDF).
- 6 All messages saved, which have not been sent to the bank, are included in the “Drafts” table. Using the “Actions” option, you can edit and send a message to the bank, add a comment in the selected message, or delete it. Selecting multiple messages in the table, you can print a list of messages or export the messages in the selected format (Excel, PDF).

View your profile

Within the "Profile" option, you can view information in detail on you and entrepreneurs / legal entities, Erste Bank clients, for whose eBank service you are authorized.

- 1 Click the "Profile" option in the upper right corner.
- 2 On the left-hand side, in the "Profile" section, you can view your information: name, address, email, and registered mobile number, ID, and bank ID.
- 3 On the right-hand side, you can view information on all entrepreneurs and legal entities, Erste Bank clients, for whose Erste eBiz use you are authorised: account holder name (which you can change, whereby only you will see this change), nickname (which can be changed, whereby only you will see this change), address, email, telephone number, ID, and Bank ID of the account holder.



Two actions:



Overview of data



Change language

- 4 Within the "Profile" section, you can print data using the "Print" option, select the default language any time you log in Erste eBiz, until the next language change in the "Change language option".
- 5 Within the same icon in the upper left corner, you can log out from the application using the "Logout" option.

eBiz instructions



@ErsteBankSrbija

www.erstebank.rs

Erste phone number: 0800 201 201, +381 60 48 48 000, 021 423 364

