



ProCredit Bank BiH
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EBA 4.0 User Guide

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www.procreditbank.ba

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1. The purpose of ProBanking application

ProBanking application for electronic banking enables clients of ProCredit Bank an unobstructed access to their personal accounts and to make all type of payments. The purpose of this user manual is for the clients of ProCredit Bank to become familiar with the basic functionalities of the application and in that way allow for simpler and frictionless usage.

2. The index page and application security

The landing page of the ProBanking Application is as displayed:

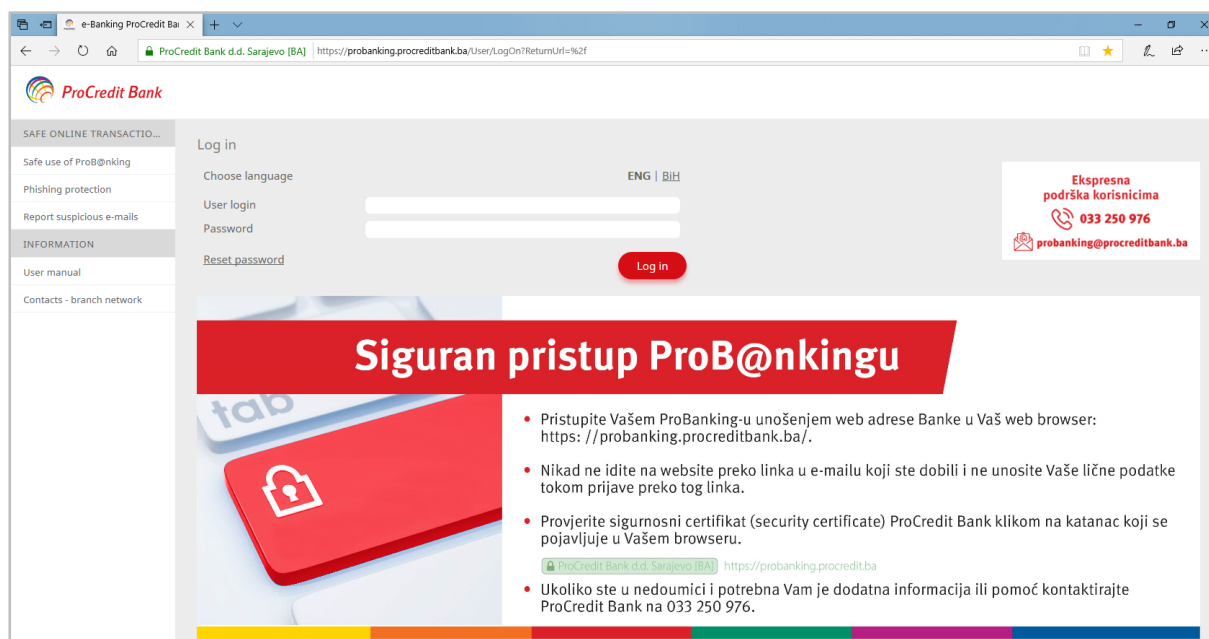


Image 1: The home page of the e-banking application

While visiting the page always check the URL address displayed together with a padlock icon next to the ProCredit Bank web address which starts with <https://>, as it is displayed below. This way you will be ensured that you have accessed the correct page and that the usage of this application is secured by our security settings.



Image 2: Appearance of the EBA application security certificate

On the index page you may select the application language of preference, by selecting one of the two options:



Image 3: Position options for the application language of preference

3. Access to the application

ProBanking application is accessed by inserting 3 unique factors:

1. Username
2. Password
3. RSA Token or mTan number

The application is approached in two steps:

1. On the first page the client enters the username and password in their predetermined fields. The same is displayed below. By clicking the **Log in** button, the application will allow the client to proceed to the next page, after checking validity of user credentials.

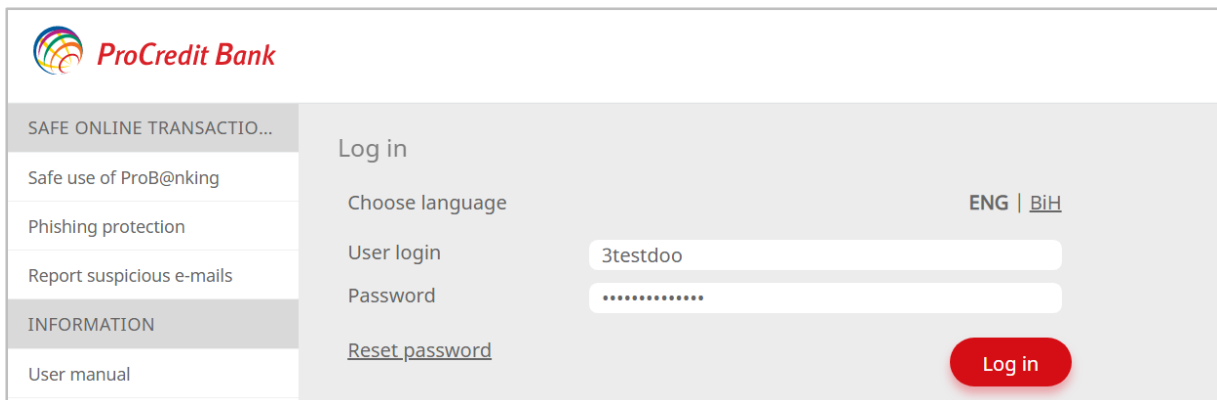



Image 4: Appearance of the first page for input of credentials

2. The next step requires the client to insert the third factor of authentication. This factor may be the number from the RSA Token (which the client receives after opening their account at ProCredit Bank) or the code delivered to the client by mobile phone in the form of SMS message for users of mTan services.

3.1 Access via RSA token

In case the client uses an RSA Token as the method of authentication, the next step will look as displayed in the picture below:



The screenshot shows a login interface with the ProCredit Bank logo at the top left. Below the logo, there is a navigation menu with options like 'SAFE ONLINE TRANSACTION...', 'Safe use of ProB@nking', 'Phishing protection', and 'Report suspicious e-mails'. The main content area is titled 'Log in' and contains the text 'Authorization with token' and 'Token' above a large input field. A red 'Log in' button is located at the bottom right of the form.

Image 5: Screen prompting input the RSA Token

During this step, it is sufficient for the client to enter 6 digits labeled on the RSA Token picture below.

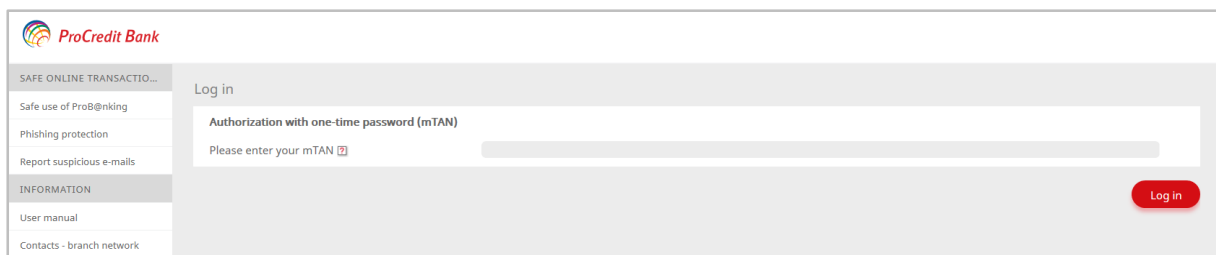


Image 6: Appearance of the RSA Token

- The Token number will last 60 seconds.
- One code from the Token may be used only for one operation (i.e. it is not possible to use the same Token/mTan code to access ProBanking and for payment authentication).

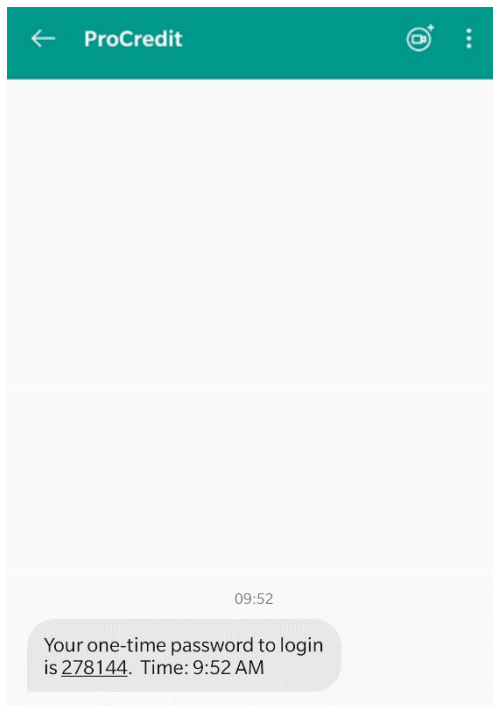
3.2 Access via mTan

The second method of authentication available for clients is mTan. Currently this method is only available for natural entities, while legal entities are only required to use RSA Token. In case the client uses mTan as their method of authentication then the next step will be as displayed:



The screenshot shows the ProCredit Bank login interface for mTan authentication. It features the ProCredit Bank logo and a navigation menu on the left. The main content area is titled 'Log in' and contains the text 'Authorization with one-time password (mTAN)' and 'Please enter your mTAN' above a large input field. A red 'Log in' button is located at the bottom right of the form.

Image 7: The layout of the second code entry screen for mTan



- Code which the client receives by means of mTan is valid in the next 2 minutes.
- One mTan code can be used for just one operation (i.e. it is not possible to access with the same code and use it for the next payment)
- Depending on the language preference, the SMS message will be adequately adjusted.

Image 8: mTan message layout for application

3.3 First time application access

Clients that access the application for the first time are obliged to pass through the process of creating their own password. The personal password will be randomly generated. The client will receive along with their documentation of account opening, the same is displayed:

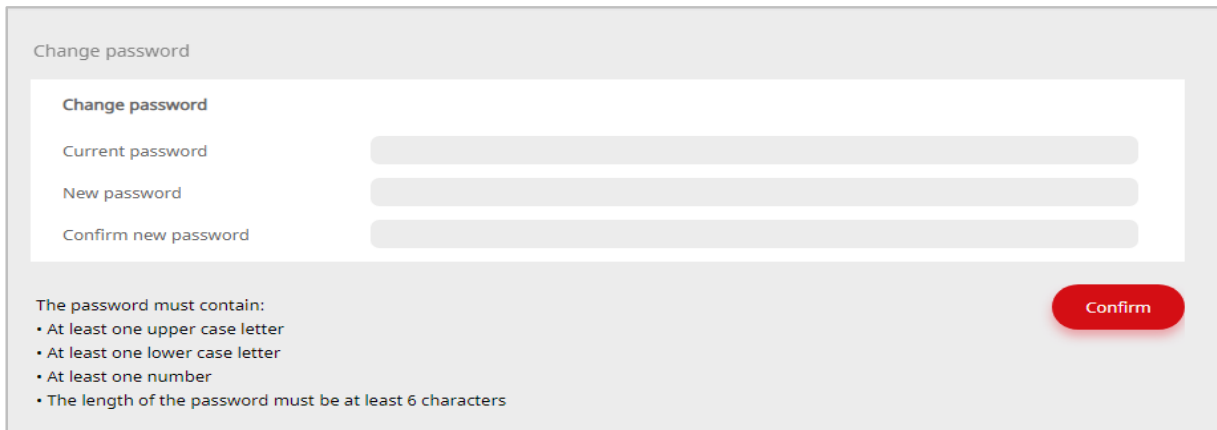
Username:	dootest
Password:	L&TPVBQ

Image 9: User Access Information which client receives during account opening

The process of changing the randomly generated password is simple and consists of three steps:

1. Input user access information as displayed in the above Image 9.
2. Click on the button **Log in**.
3. The input of data for selecting a new password is displayed in Image 10. The current password is the same password entered in step 1. The new password may be as the

client wishes it to be, with that in mind the password should contain the requirements listed in Image 10.



Change password

Change password

Current password

New password

Confirm new password

The password must contain:

- At least one upper case letter
- At least one lower case letter
- At least one number
- The length of the password must be at least 6 characters

Confirm

Image 10: Display appearance for defining user password for clients accessing the application for the first time

By clicking the button **Confirm**, in case the information was entered correctly, the client will receive a message that their password was successfully changed as displayed in Image 11:

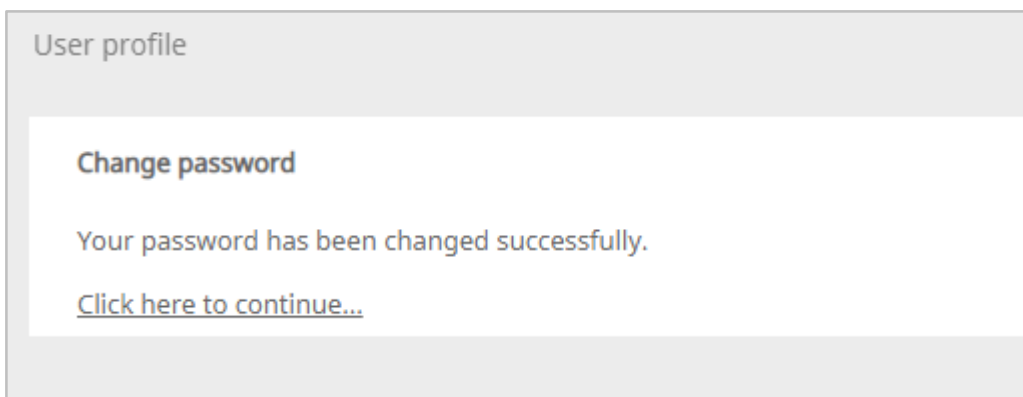


Image 11: Message displayed after successfully changing the password

By selecting the option **Click here to continue...** the client will be enabled to access the application. In case the client locks their account, by entering invalid data in the predetermined fields 3 times, the client may reset their password by option (**Reset Password**) as displayed in Image 12. By clicking on the highlighted field, it will open a window as seen in Image 11, where it is required to repeat the process of setting up a new password.

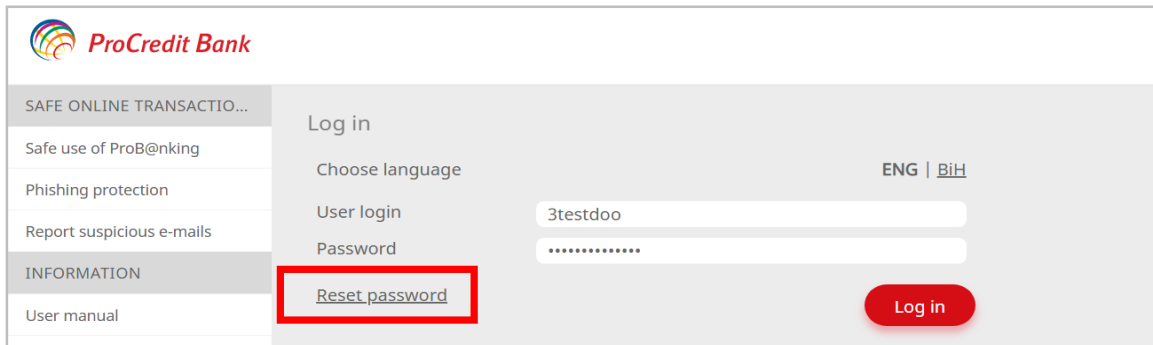


Image 12: Unlocking the user with the Reset password option

4. User profile

Under the field **User profile**, you may find other options such Change password, Manage beneficiary, as well as Log out.

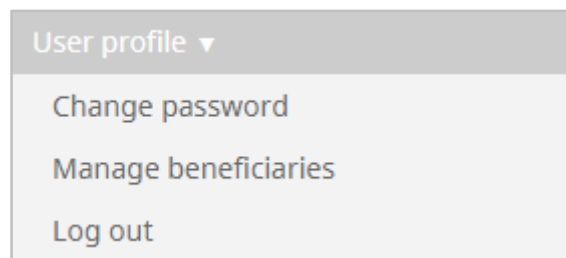


Image 13: User profile

In case you chose the option **Change password** you will be required to enter the current password you used to log in, as well as the new password twice and select the option **Confirm**.



Image 14: Change password option

Under the option Manage beneficiaries you will be able to create, edit, delete or use stored beneficiaries.

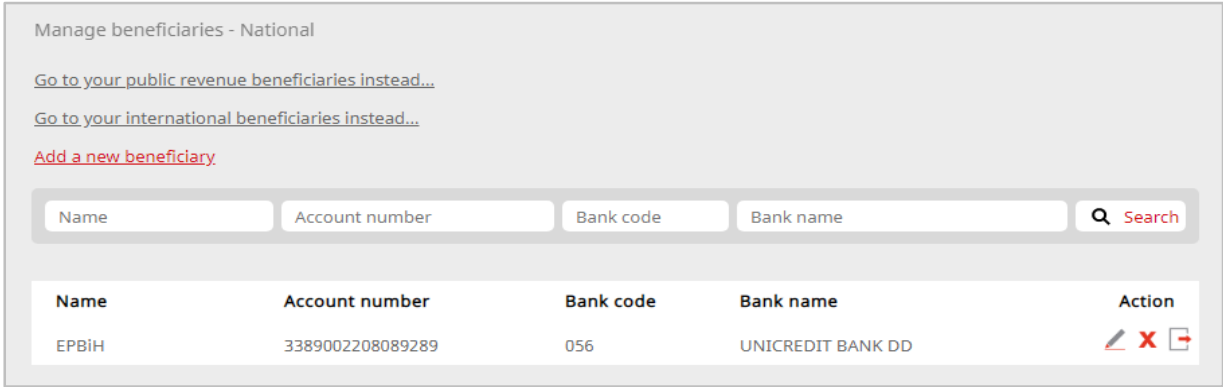


Image 15: Manage beneficiaries option

In case you wish to add a new beneficiary you will select the link **Add a new beneficiary** and after inserting the necessary information you will select the option **Create** which will successfully store the beneficiary.



Image 16: Create new beneficiary

5. Account summary

By clicking on the button **Account summary** (as shown on Image 17) the client gets an insight to his bank accounts as well as their line of credit. The account overview looks as follows:

ACCOUNTS		Account summary				
Account summary	Current accounts	Account name	Currency	Limit	Balance	Available
Account activity	1941410133902174	Test doo	BAM		485,982.90	485,982.90
Account statement history	1941410133903241	Test doo	EUR		894.76	692.26
TRANSFERS	Credit line accounts	Account name	Currency	Limit	Balance	Available
Own accounts	4139078	Test doo BAM Credit Line	BAM	150,000.00	0.00	150,000.00
National						
Public revenue payments						

Image 17: Account Summary

By clicking on the red rectangular icon as displayed in illustration 17, clients are able to access specific details regarding their banking services and they look as shown below:

Account details	
Credit line	
Account number	4139078
Product	BAM Credit Line
Currency	BAM
Account name	Test doo BAM Credit Line
Account holder	Test doo 90014058
Account status	Open
Opening date	23/01/2020
Maturity date	23/01/2021
Current balance	0.00 BAM
Available balance	150,000.00 BAM
Limit	150,000.00 BAM
Interest rate	4.00 %

Image 18: Credit line details

Account details	
Current account	
Account number	1941410133902174
Product	KM Small Business
Currency	BAM
Account name	Test doo
Account holder	Test doo 90014058
Account status	Open
Opening date	21/01/2020
Current balance	500,000.00 BAM
Available balance	500,000.00 BAM

Image 19: Current account details

6. Account activity

In case the client wishes to take a look into the transactions completed through specific bank account, they can do this by selecting the option **Account activity**, highlighted by the red color on the menu from the left side of the page as illustrated below:

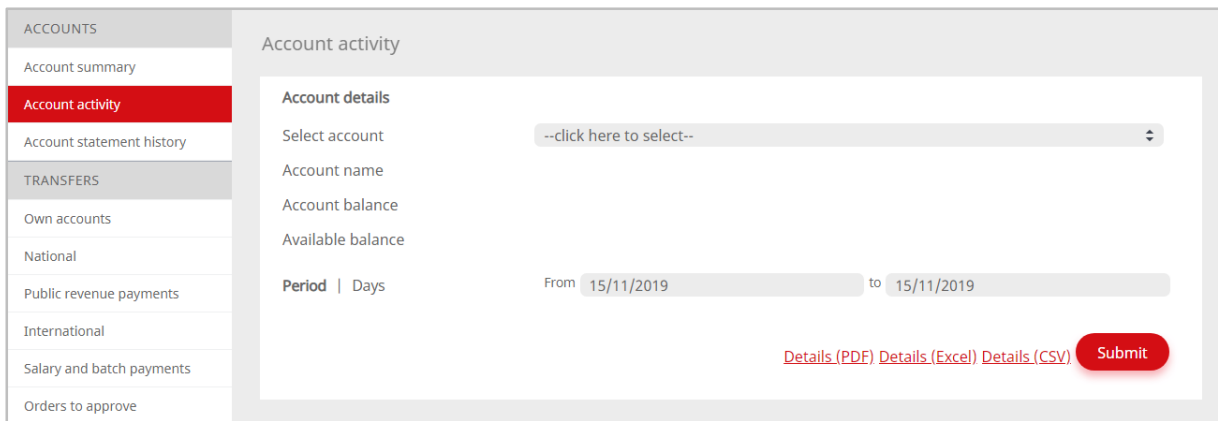


Image 20: Option layout for generating account activity

It is sufficient for the client to select the account they wish to check and to set **date from** and **date to**. Clicking **Submit** the account activity will be generated as illustrated below:

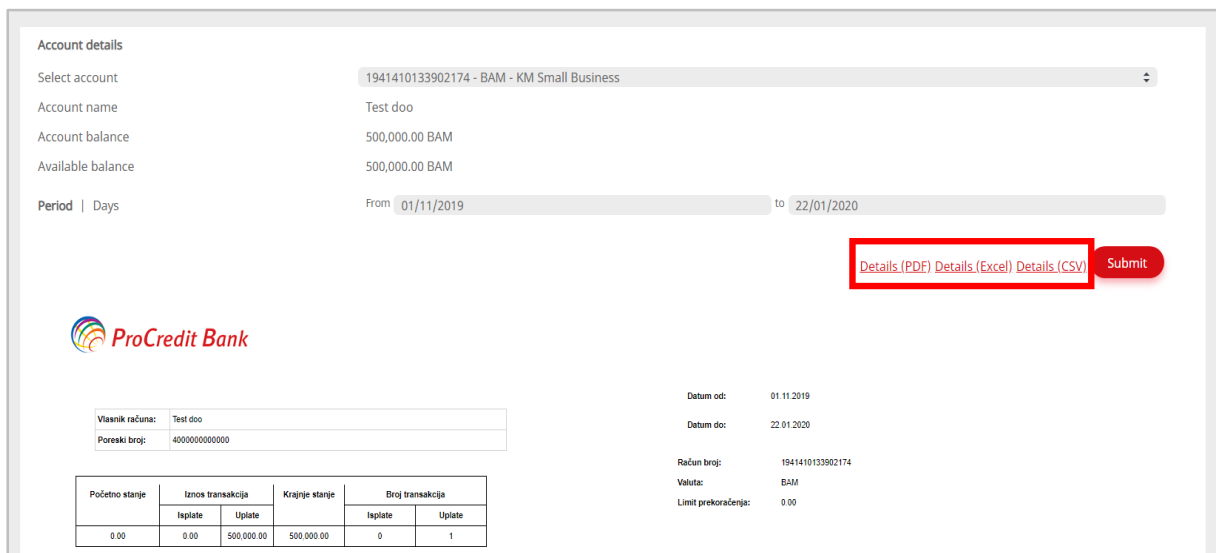


Image 21: Appearance of the generated account activity for the given period

In case the client wishes to have their account activity exported in PDF, Excel or CSV document, they can do this by selecting the designated button (this is shown on the Image 21 with a red highlight).

7. Account statement history

In case there is a need to access the account statement history, clients may click the button **Account statement history** highlighted in red on the left side of the screen as illustrated below:

ACCOUNTS	Historical statement of account
Account summary	
Account activity	
Account statement history	<p>Account details</p> <p>Select account: --click here to select--</p> <p>Account name:</p> <p>Account balance:</p> <p>Available balance:</p> <p>Period: From 15/11/2019 to 15/11/2019</p> <p style="text-align: right;">Submit</p>
TRANSFERS	
Own accounts	
National	
Public revenue payments	
International	
Salary and batch payments	
Orders to approve	

Image 22: Appearance of the account history statement for the period

After selecting the desired account and period, by clicking the **Submit** button, the application displays the account statement history. After that clients may choose the statement history they are interested in. Same as in the Image 21, clients may export the account statement history in PDF, Excel or CSV document.

8. In-house payment accounts

The option **Own accounts** is used for payments between 2 accounts of the same client in the same or different currency, as well as for returning funds to the credit line for legal entities. The option **Own accounts** is highlighted in red on the left side of the menu on Image 23. This type of payment is conducted as illustrated below:

ACCOUNTS	Own account transfer
Account summary	
Account activity	
Account statement history	
TRANSFERS	
Own accounts	<p>Account details</p> <p>Select account: 1941410133902174 - BAM - KM Small Business</p> <p>Account name: Test doo</p> <p>Account balance: 500,000.00 BAM</p> <p>Available balance: 500,000.00 BAM</p> <p>Beneficiary details</p> <p>Select beneficiary: 1941410133903241 - EUR - EUR Current Account</p> <p>Beneficiary name: Test doo</p> <p>Account balance: 0.00 EUR</p> <p>Available balance: 0.00 EUR</p> <p style="text-align: right;">X Cancel Next</p>
National	
Public revenue payments	
International	
Salary and batch payments	
Orders to approve	
Last orders	
MAILBOX	
Inbox	

Image 23: Payments between the clients own accounts

By clicking the button **Next**, from the Image 23, the window for the amount input and transaction description will be displayed as in the Image 24. It is not possible to input symbols such as -, /, & and similar, nor affricates such as č, ć, š etc. in the field **Order details**.

Order details

Transfer amount [?](#) . EUR

Reason

Image 24: Own Account Payments (Screen 2)

By clicking the button **Next** (as shown on Image 24), screen for input of RSA token code or mTan code will appear, as show on Image 25:

Authorization with one-time password (mTAN)

Please enter your mTAN [?](#)

Image 25: Screen for code input to complete transaction

By clicking the red button **Next** from the Image 25, transactions are sent to the bank. Confirmation regarding the recipient of payments from the bank will be received by the client in the form of, as on the Image 26 below:

Own account transfer - Order summary

Account details	
Account number	1941410133902174 - BAM - KM Small Business
Account name	Test doo
Account balance	500,000.00 BAM
Available balance	500,000.00 BAM

Beneficiary details	
Beneficiary account	1941410133903241 - EUR - EUR Current Account
Beneficiary name	Test doo
Account balance	0.00 EUR
Available balance	0.00 EUR

Order details	
Date and time	01/22/2020 14:15:55
Transfer amount	1,750.00 BAM (894.76 EUR)
Exchange rate	1EUR = 1.955830BAM
Service charge	3.50 BAM
Total amount	1,753.50 BAM
Additional instructions	Conversion from BAM to EUR

To View / Print / Save the confirmation of receipt of the payment order, please select "Last orders", from the menu, then click on the [Show details](#) next to the order once it has the status: "Registered in bank / Accepted by bank / Finished"

[Summary of submitted order](#)

We have successfully received your payment instruction

Image 26: Window showing confirmation of payment being received by the bank

Transactions between own accounts is processed automatically and in general are completed within 5 minutes.

9. National transfer

The option **National** is used for payments between different clients within BiH (in the same or different bank), except for the payments for accounts of public revenue. The option **National transfer** is highlighted in red on the menu from the left side in illustration 27. This type of payment is conducted as shown below:

ACCOUNTS	National transfer	
Account summary		
Account activity		
Account statement history		
TRANSFERS		
Own accounts		
National		
Public revenue payments		
International		
Salary and batch payments		
Orders to approve		
Last orders		

Account details	
Account number	1941410133902174 - BAM - KM Small Business
Account name	Test doo
Account balance	498,246.50 BAM
Available balance	498,246.50 BAM

Beneficiary details	
Select a beneficiary	
Save beneficiary	<input type="checkbox"/>
Beneficiary account	<input type="text"/>
Beneficiary name	<input type="text"/>

Image 27: Window option for national transfer

The next step is to choose the beneficiary to whom the transaction is addressed. The same is done by clicking **Select a beneficiary** button, in case the beneficiary is already registered earlier. In case payment is made to this recipient for the first time, the account details, name and address of the recipient must be entered in the Beneficiary details. It is important to note that these fields do not include affricate (č, ć, ž, etc.). If this recipient is to be used again, it is necessary to tick the box **Save the recipient** (as it is shown on Image 28), which will allow the same user to be selected again using the Select recipient option, without having to re-enter all recipient information.

Beneficiary details	
Select a beneficiary	
Save beneficiary	<input type="checkbox"/>

Image 28: Saving the beneficiary in case of future payments

By clicking on the option **Next** a field for amount input and transaction description will appear as shown in Image 29.

Order details

Amount: 128 . 65 BAM

Priority: Urgent

Reason: Account payment 123 2019 Test doo

Buttons: Cancel Back Next

Image 29: Field for amount input and transaction description

By clicking the button **Next**, screen for input of RSA token code or mTan code will appear, as show on Image 30:

Authorization with one-time password (mTAN)

Please enter your mTAN [?](#)

Buttons: Cancel Back Next

Image 30: Screen for code input to complete transaction

By clicking the button **Next**, the transaction will be sent to the bank. The client will receive a confirmation of order summary from the bank in in the form of the following view as on Image 31, where all transaction details may be seen:

National transfer - Order summary

Account details

Client

Account number: 1941410133902174 - Test doo

Beneficiary details

Beneficiary account: 3389002208089289

Beneficiary name: EPBiH

Beneficiary address: Vilsonovo setaliste 15

Beneficiary bank information

Beneficiary bank: UNICREDIT BANK DD

Order details

Transfer amount: 128.65 BAM

Priority: Non-urgent

Service charge: 0.95 BAM

Total amount: 129.60 BAM

Payment details: Account payment 123 2019 Test doo

To View / Print / Save the confirmation of receipt of the payment order, please select **"Last orders"**, from the menu, then click on the **Show details** next to the order once it has the status: **"Registered in bank / Accepted by bank / Finished"**

[Show initial order form](#)

We have successfully received your payment instruction

Buttons: New transfer Close

Image 31: Window confirmation regarding the order summary sent by the bank

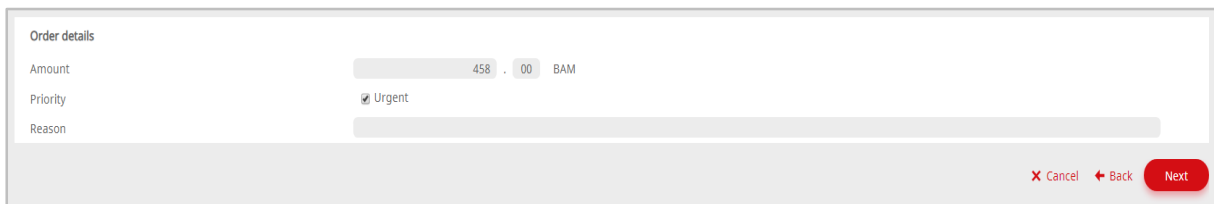
Unlike intrabank payments, national payments have a specific execution schedule and they occur in so-called Monday through Friday batches:

1. First batch: all orders registered by 09:00 are generally executed by 09:15;

2. Second batch: all orders registered by 11:00 are generally executed by 11:15;
3. Third batch: all orders registered by 13:00 are generally executed by 13:15;
4. Fourth batch: all orders registered by 15:00 are generally executed by 15:15.

These cross-sections have two exceptions, when payments do not follow this schedule but are made every 15 minutes:

1. Payments between two clients within ProCredit Bank;
2. Payments between two clients of different banks in BiH through the RTGS platform, and in the cases of:
 - a) When the transaction amount exceeds 10,000 KM
 - b) When transaction is flagged as “Urgent”, regardless of the transaction amount, as shown in Image 32.



The screenshot shows a 'Markup window for urgent payment' with the following details:

- Order details**
- Amount:** 458 . 00 BAM
- Priority:** Urgent
- Reason:** (empty text field)
- Buttons:** X Cancel, ← Back, Next

Image 32: Markup window for urgent payment

5. Public revenue payments

The option Public revenue payments enable all types of current account payments in local currency KM towards budget users. The public revenue payment option is highlighted in red in the menu on the left. This type of payment is done as follows:

After selecting your account of choice in the „Account details” from which you will make the payment you fill in the field „Beneficiary details” and after inputting all the information select the option **Next**.

Public revenue payments

Account details	
Account number	1941410133902174 - BAM - KM Small Business
Account name	Test doo
Account balance	498,246.50 BAM
Available balance	498,116.90 BAM

Beneficiary details	
Select a beneficiary	
Save beneficiary	<input type="checkbox"/>
Beneficiary account	1411965320008475
Beneficiary name	Budžet Kantona Sarajevo
Beneficiary address	Sarajevo

Beneficiary bank information	
Beneficiary bank	BOSNA BANK INTERNATIONAL DD SARAJEVO

✖ Cancel Next

Image 33: Option for public revenue payment

Budget payment details are filled in as followed in illustration 34:

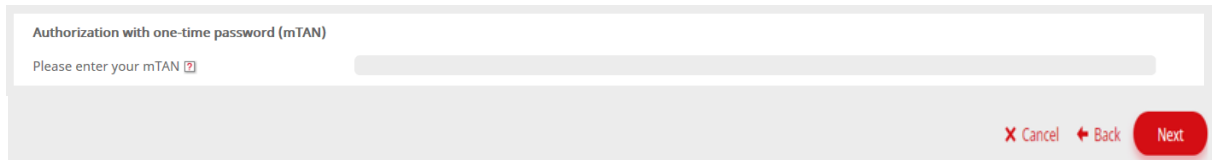
Payment details	
Identification number	00000000000000 1
Payment type	0 2
Income type	711211 3
Tax period	from 24/01/2020 to 24/01/2020 4
Municipality	077 - CENTAR - SARAJEVO 5
Budget organisation	0000000 6
Amount	12000 . 00 BAM 7
Priority	<input type="checkbox"/> Urgent
Reference number	0000000000 8
Reason	Revenue 9

✖ Cancel ← Back Next

Image 34: Fields for input details regarding public revenue payment

1. Identification number: The client's identification number is automatically loaded
2. Payment type: Selected from the drop-down list of offered values (regular payment is 0)
3. Income Type: Selected from the drop-down list of offered values
4. Tax Period: Selects a specific date by positioning "from" and "to"
5. Municipality: Selected from the drop-down list of offered values
6. Budget organization: Completed by entering the budget organization code. 7 digits required depending on payment type
7. Amount: Entry Amount
8. Reference Number: Enter a 10-digit number in this field
9. Transaction Purpose: Provide a description of the transaction and select the **Next** field to proceed

As in the previous example, in case payment **Priority** is selected as urgent, the order will be executed immediately as opposed to the standard payments made on cross-sections as stated earlier. In the next step, you enter a value from the token and select the **Finish** button to complete account creation.



Authorization with one-time password (mTAN)

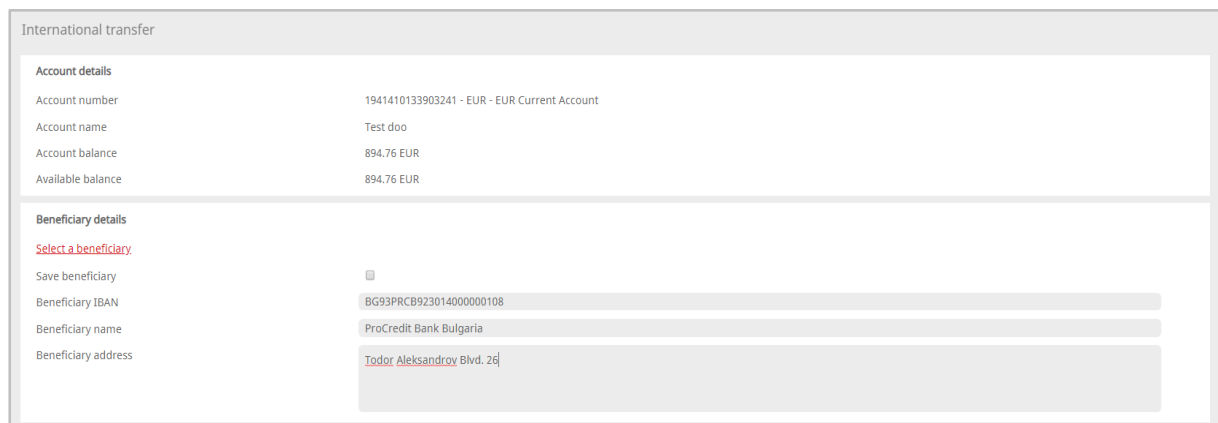
Please enter your mTAN [?](#)

[X Cancel](#) [← Back](#) [Next](#)

Image 35: Field for security code verification of public revenue payment

10. International transfer

International transfer allows payments from current accounts in foreign currencies towards clients of banks abroad. The selection of the beneficiary is done as in the previous examples.



International transfer

Account details

Account number	1941410133903241 - EUR - EUR Current Account
Account name	Test doo
Account balance	894.76 EUR
Available balance	894.76 EUR

Beneficiary details

[Select a beneficiary](#)

Save beneficiary

Beneficiary IBAN	BG93PRCB923014000000108
Beneficiary name	ProCredit Bank Bulgaria
Beneficiary address	Todor Aleksandrov Blvd. 26

Image 36: Option for international transfer

To select a swift code of the bank, click on the SWIFT code link in the information field regarding the bank beneficiary.



Beneficiary bank information

[SWIFT code](#)

Beneficiary bank

Bank address

Image 37: Swift code selection



Image 38: Swift code search

Afterwards a window will appear where you enter the code in the first field called SWIFT code and select Search.

After the search, the offered SWIFT code with the bank name and address will be listed, and after the validity has been determined, you will select the **Action** option for the selected SWIFT to be loaded.

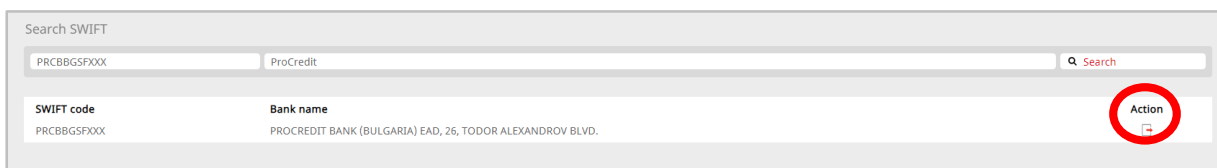


Image 39: SWIFT code selection

***NOTE:** If SWIFT contains eight characters, be sure to type XXX at the end.

After choosing the SWIFT code, select option Next.

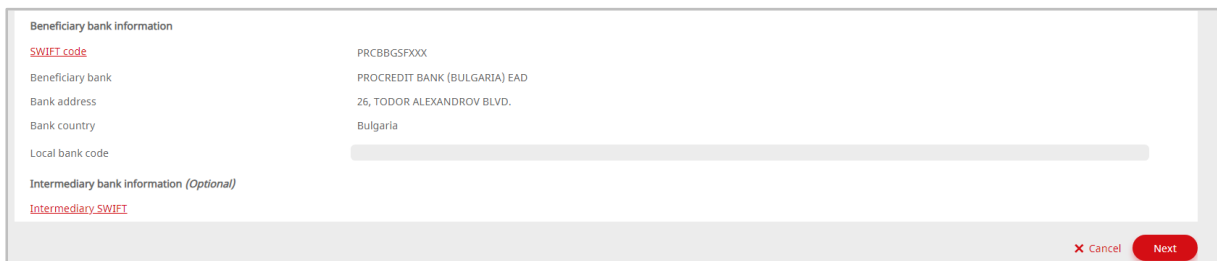


Illustration 40: SWIFT code loaded

The next step is to complete a detailed payment where in the field:

1. **Amount** of payment
2. Select the **currency** from the drop-down menu in which you want to make the payment
3. From the drop-down list, you need to select the **Charge type**. The party to bear the cost of transaction.
 - a. SHA – Fee is shared between Sender and Beneficiary,
 - b. OUR – Sender pays the fee,
 - c. BEN – Beneficiary pays the fee.
4. In the **Payment category** field, select the appropriate code from the list (codebook approved by the Central Bank of BiH) according to the purpose of the transfer

5. In the **Reason** field, provide a description of the transaction.
6. For each international payment, invoice needs to be attached using the **Attach and detach file(s)** option

Payment details

Amount ¹ 200 . 00 EUR ²

Charge type SHA ³

Payment category 892 - OSTALA NEROBNA PLACANJA ⁴

Reason Invoice 2019 ⁵

Attached documents ⁷

Attach and detach file(s) ⁶ 0 file(s) uploaded

The reason for payment (invoice, pro-forma invoices and contract) can be attached via the option "Attach and detach file(s)".

✕ Cancel ← Back Next

Image 41: Input payment details

After entering the account details and selecting the Next button by creating the order, you will finish entering the value of the token or mTan and select the option Finish.

Authorization with one-time password (mTAN)

Please enter your mTAN ⁷

✕ Cancel ← Back Next

Image 42: Token number entry

12. Batch payment order

Under the menu **User documents**, the option **Summary payment order** is available which serves exclusively for legal entities who wish to conduct payment at once (intra-bank payments, domestic payments and public revenue payments) by using the summary payment order. Before uploading the processing file, you need to download the e-banking summary document from the e-banking menu under the **User documents** field via e-banking.

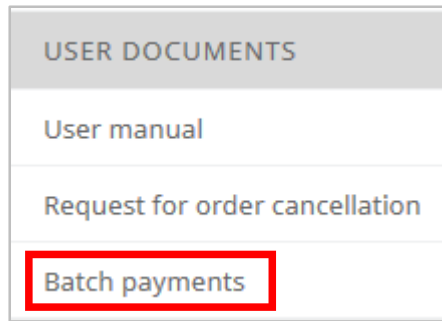


Image 43: Download document "Batch payments"

From box 1 (shown in Illustration 44) you select a sheet for the type of payment you want to make:

- **Intra-bank payment:** payment of remuneration (salary / hot meal allowance) for employees who have an account with ProCredit Bank, payments to suppliers who have an account with ProCredit Bank, etc.
- **National payments:** payment of remuneration (salary / hot meal allowance) for employees who have an account with another bank in BiH, payments to suppliers who have an account with another bank in BiH, utility bills, etc.
- **Payment of public revenue:** for all types of payments to budget users (contributions, indirect taxes, duties, excise duties, etc.)

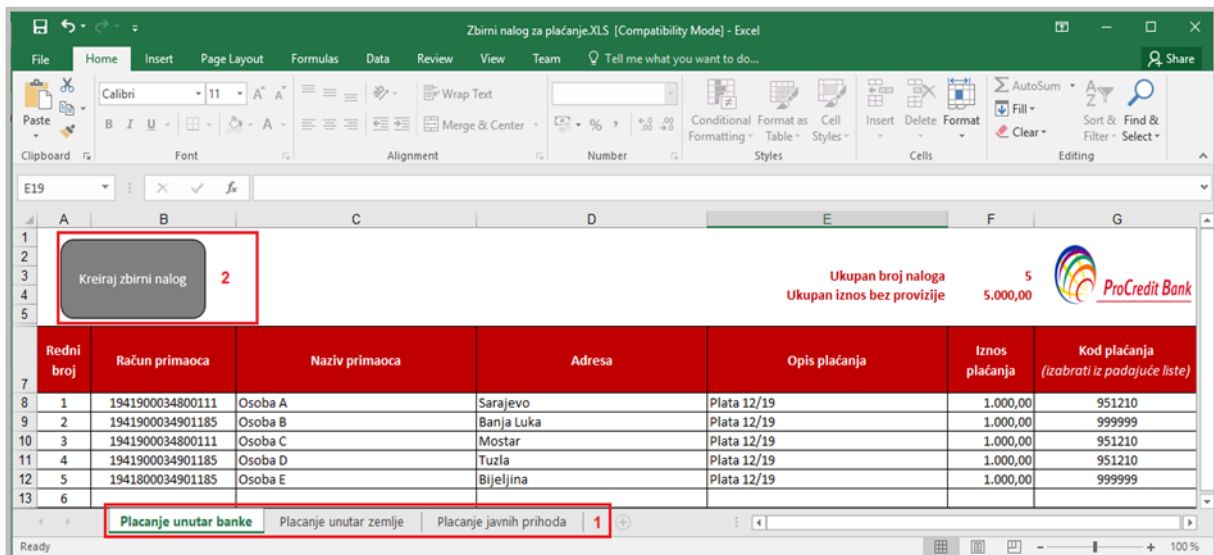


Image 44: Summary payment order document

After entering the data in all fields, you click on the field "**Create Batch File**" 2, after which the created batch payment order in TXT format opens. Afterwards, exit the TXT file since it is



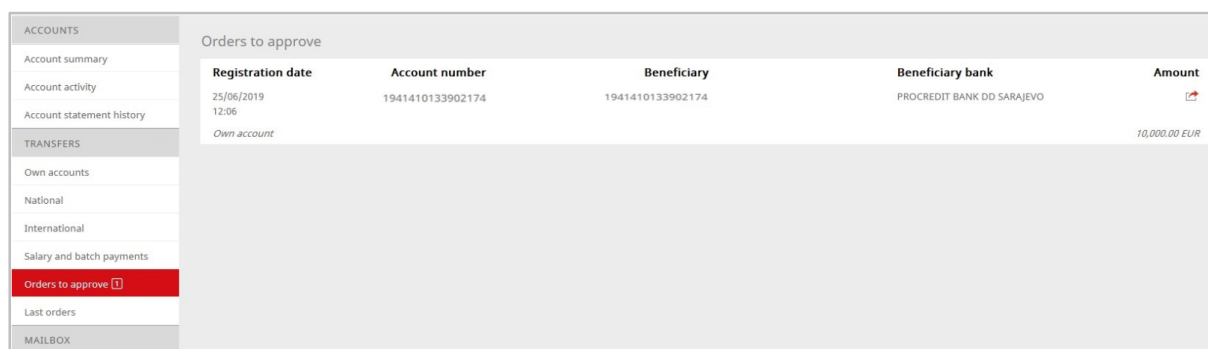
Image 50: Input token number for Batch Payment order authentication

13. Orders to approve

The **Orders to approve** option is used only by legal entities where one authorized person is authorized to enter payment orders and another person is authorized to verify / approve previously registered orders. An authorized person with registration rights creates a payment order and fills it in accordance with the examples used in the previous Transfer fields.

After the payment order registration is completed, it has the status **New** in the **Account overview** option until it is approved.

To view the pending order for approval, select the option below the **Amount** field (indicated by the red box in Illustration 51) to load the created order.



Registration date	Account number	Beneficiary	Beneficiary bank	Amount
25/06/2019 12:06	1941410133902174	1941410133902174	PROCREDIT BANK DD SARAJEVO	10,000.00 EUR
<i>Own account</i>				

Image 51: Orders to approve option

After reviewing your account, select either **Approve** (in case you want to verify payment) or **Delete** (in case you wish to decline payment).

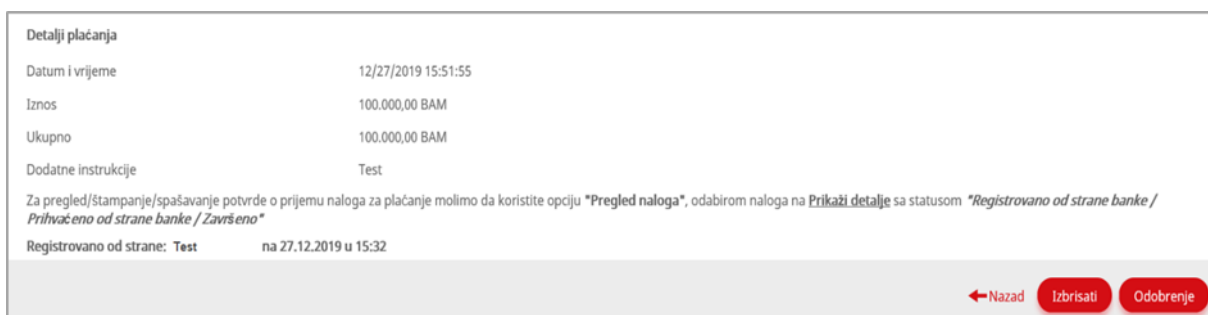


Image 52: Delete or payment approval

If you selected the Approval option in the previous step, you must enter a value from the token in order for the payment to be made, like in previous cases.

14. Last orders

The **Last orders** option is used to view the performed payment orders. Selecting the icon marked with red rectangle will give you a payment receipt.

Registration date	Account number	Beneficiary	Beneficiary bank	Amount
23/01/2020 09:25 <i>National Accepted by bank</i>	1941410133902174	3389002208089289 EPBIH	UNICREDIT BANK DD 056	128.65 BAM
22/01/2020 15:52 <i>National Accepted by bank</i>	1941410133903241	BG93PRCB92301400000108 ProCredit Bank Bulgaria	PROCREDIT BANK (BULGARIA) EAD PRCBBGSFXXX	200.00 EUR
22/01/2020 15:18 <i>International Accepted by bank</i>	1941410133902174	1411965320008475 Budžet Kantona Sarajevo	BOSNA BANK INTERNATIONAL DD SARAJEVO 006	12,000.00 BAM
22/01/2020 14:58 <i>Budget Completed</i>	1941410133902174	3389002208089289 EPBIH	UNICREDIT BANK DD 056	128.65 BAM
22/01/2020 14:15 <i>National Accepted by bank</i>	1941410133902174	1941410133903241 Test doo	PROCREDIT BANK DD SARAJEVO 194	1,750.00 BAM
<i>Own account Completed</i>				

Image 53: Last orders

In order to make it easier to reach the desired payment you can use one of the many filters, as shown on Image 54.

Last orders

Any status Account number Beneficiary name Beneficiary accou Beneficiary bank Beneficiary bank Search Filters

Orders: Show 50 orders

Type: Any type

Transfer amount: From to in Any currency

Date: From dd/mm/yyyy to dd/mm/yyyy

Image 54: Filtering previous orders

15. Mailbox

The Mailbox option gives you the ability to receive messages and notifications from the Bank, as well as the ability to send a direct message to the Client Support Center at info@procreditbank.ba.

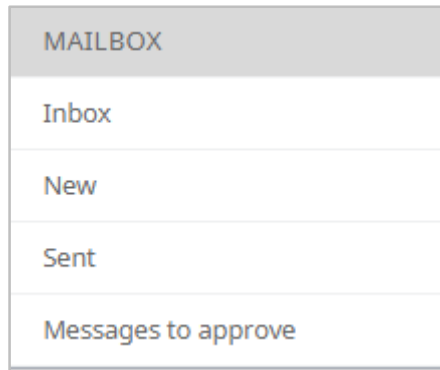


Image 55: Mailbox Field

The first option (Inbox) provides an overview of received messages and notifications. The initial view refers to the last 50 incoming messages, with the ability to view the last 200 messages. You can also search for messages based on the name of the Subject, while more detailed searches are made through the Filters option:

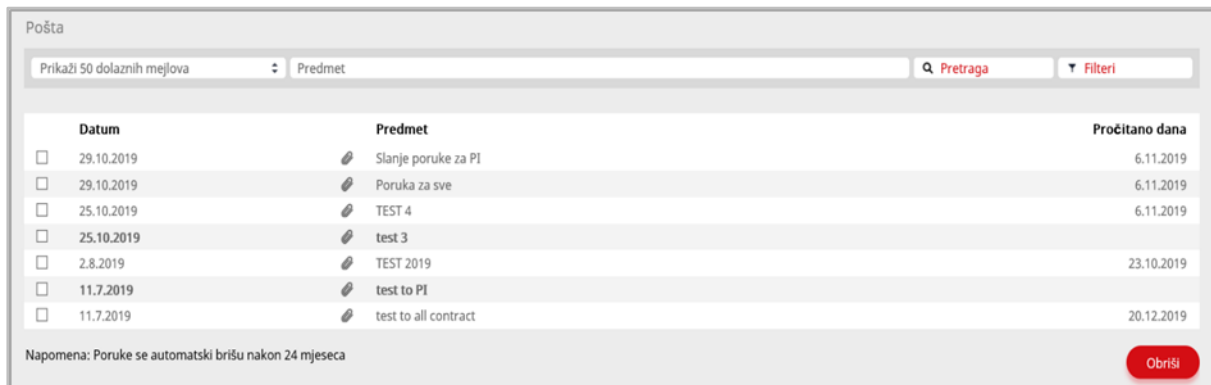


Image 56: Inbox Overview

The option to send a message is under New. You can also provide a file in the message by selecting Select files.

Mailbox - New

Message

Select category: PCB Info

Subject: Test

Test

Files

Select the files to upload by clicking **Choose files**
 Upload the files before clicking **Done** by clicking **Upload files**
 You can cancel the pending files anytime by clicking button "X" next to the file

File support: images, text, pdf and zipped files
Max file size: 4MB
 You can select multiple files or drag and drop them

Choose files

Image 57: Sending a message via Mailbox

Under option Sent, you have an overview of sent messages. The **Message approvals** option is used only by legal entities where one authorized person is authorized to enter the message and the other person is authorized to confirm / approve previously registered messages for sending.

ProCredit Bank Dobro došli Test (Posljednja prijava: 27.12.2019 16:03:06) Sesija ističe za: 15 min Odštampaj Odjava

RAČUNI

Pregled računa

Izvod sa računa

Izvod sa računa po broju

TRANSFERI

Vašiti računi

Plaćanje unutar zemlje

Plaćanje javnih prihoda

Međunarodna plaćanja

Plaćanje zbirnim nalogom

Nalozi za odobrenje

Pregled naloga

POŠTA

Polta

Novo

Poslato

Poruke za odobrenje

Mailbox poruke za odobriti

Datum registracije	Kategorija	Predmet poruke
27.12.2019 16:11 Novi	PCB Info	Test

Image 58: Option for message approvals

Once you have selected the message to be approved for review, you will send the message by selecting **Approve**, and if you do not want the message to be sent you will select the **Reject** option.

16. User documents

In addition to the user document and the summary account already mentioned in the user documents field, there is also the Request for Cancellation document.

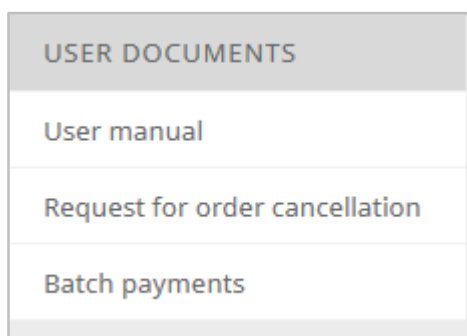


Image 59: User documents

If you would like to cancel the account you created via e-banking, please fill in the **Request for order cancellation** and send it by email at probanking@procreditbank.ba