General
instruction for working
in the Raiffeisen Business Online

Raiffeisen Business Online support service (Mon-Fri 8:00-22:00, Sat-Sun 8:00-20:00) clientbank.support@raiffeisen.ua	Calls from abroad	Support service for foreign currency transactions (Mon-Fri 9:00-18:00)
0 800 505 770 **0 800 400 470** **+ 38 (044) 495 41 40** (in Kyiv and from abroad)	**+38 (044) 230 99 98** (acc. to tariffs of provider)	**0 800 400 425** **0 800 500 025** **+38 (044) 299 10 99** (in Kyiv and from abroad)

Ukraine, 01011, 4a Generala Almazova St., Kyiv, Ukraine https://raiffeisen.ua/

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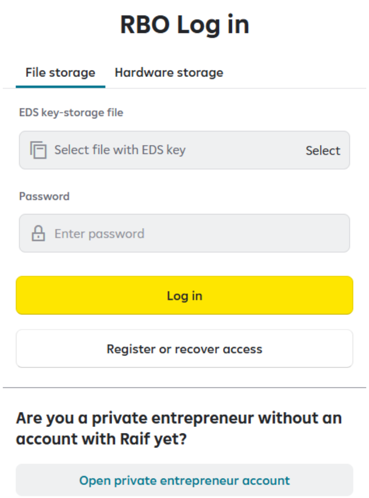
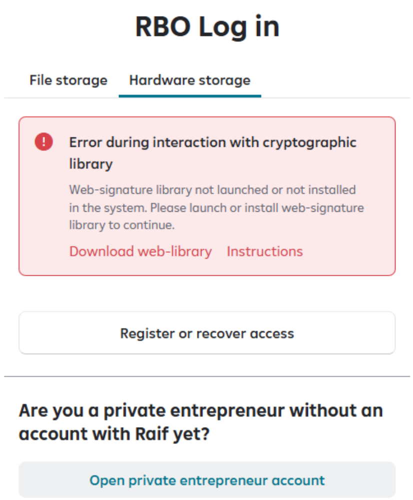
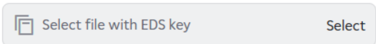
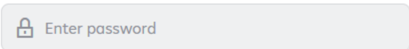
1. Authorization in the Raiffeisen Business Online

To work[1] in the Raiffeisen Business Online (RBO) system, you need to go to **https://rbo.raiffeisen.ua/** in a web browser[2] supported by the system and fill in the details for authorization in the system in the downloaded "Login to RBO" form. Authorization is possible with a key stored in File storage or Hardware storage:



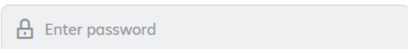


<u>To log in with a key stored in File storage, you need to</u>:

- click on the field  ,
- In the window that opens, select the file with the electronic signature key (EDS key)
- in the field  enter the password for the EDS key,
- press the button  .

Please note! When entering the password for the EDS key, make sure that you enter the password using the same keyboard layout (keyboard language) that was used to create it.

<u>To log in with a key stored in the Hardware storage</u>, you must:

- select the hardware device on which the EDS key is stored,
- enter password  ,
- press the button  .

Please note! The web version and mobile app of the system support the use of the following types of Hardware storage:

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[1] can be used with the following operating systems: Windows (older than Windows XP), *Linux or Mac.
[2] Browsers supported by the system:
- Microsoft Edge latest current version
- Mozilla FireFox 15.0 and above
- Opera 15.0 and above
- Safari 6.0 and above
- Google Chrome and above

Channel	Hardware storage name	Manufacturer	Official website of the manufacturer	Additional information
WEB	**«Crystal -1»** («IIT E.key Crystal -1»)	**JSC «IIT»** (JSC "Institute of Information Technologies)	https://iit.com.ua/	USB-device, in a plastic or metal case
	«Diamond -1K» («IIT E. key Diamond - 1K»)			
Mobile + WEB	**«Diamond -1K»** («IIT E. key Diamond - 1K») (Bluetooth- device)			• Plastic keyring, • The user's device must support the Bluetooth 4.0 wireless interface (and above
WEB	**SecureToken-337F**	**AVTOR LLC**	https://avtor.ua/	• USB-device, in a plastic case, • Has additional FLASH storage
	SecureToken-338KF			
	SecureToken-338M			USB-device, in a plastic case,
	SecureToken-338S			USB-device, in a metal case
	SecureToken-338MF			• USB-device, in a plastic case, • additional mechanical confirmation of transaction execution
Mobile + WEB	**SecureToken-338HD** (Bluetooth- device)			• Plastic keyring, USB-device, • The user's device must support the Bluetooth 5.0 wireless interface (and above
	SecureToken-338MB (Bluetooth-device)			• Plastic keyring, USB-device, • The user's device must support the Bluetooth 5.0 wireless interface (and above
WEB	**CryptoCard-337**			• Smart card • A card reader is required for use.
	CryptoCard-338			

Information about Hardware storage facilities is also available on the official website of the State Enterprise "DIIA" (https://ca.diia.gov.ua/).

Before you start registration, make sure that your device has the necessary library installation packages for working with EDS keys.:

- for a new advanced electronic signature key that is planned to be stored in Hardware storage,
- for a valid qualified electronic signature key that you already store in Hardware storage.

To log in on another device if the EDS key is stored in Hardware storage, make sure that the necessary library installation packages are also installed on it.

Inactive session time in the system: 20 minutes.

Attention! Follow the safety rules, do not leave your device and EDS keys unattended, and do not transfer them to other persons under any circumstances!

1. Home page

To set the system interface language, use the language change function located in the upper left corner of the screen.

Available languages:

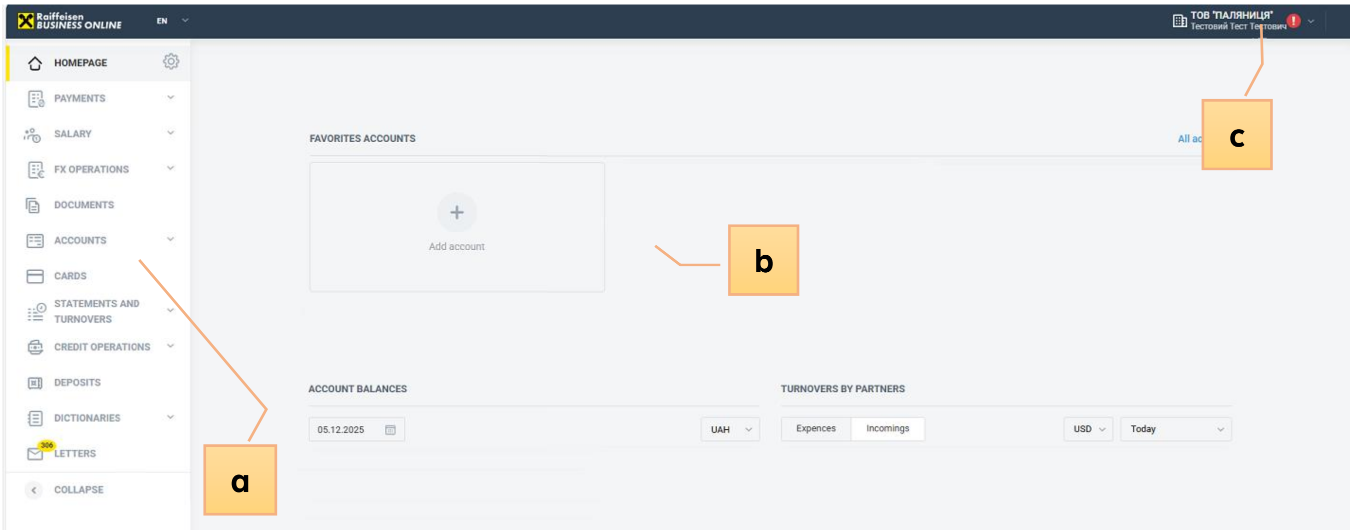
- Ukrainian (UA),
- English (EN).

After logging into the system, the organization's Home page will open, which consists of:

a. Menu of available functions – a list of functions that an employee of the organization can work with. Some menu items may be collapsed; to expand them, click on the icon . He menu of available functions can be collapsed on the left, displaying only the menu item icons. To do this, press the button. COLLAPSE ;

b. Workspace – part of the screen that displays information about the selected document or menu item;

c. User information – displays information about the organization, namely: the name of the organization, the full name of the employee whose EP key was used to log into the system.



2.1. Menu of available functions

The menu of available functions consists of the following sections:

- **Homepages** – You can configure widgets for quick access to selected accounts, view account balances, statistics on counterparties, fluctuations in NBU exchange rates, and indicative currency purchase/sale rates at the Bank;
  - **Payments** (detail in a separate Instruction on working in the “Payments” menu of the Raiffeisen Business Online)**:**
  - creation or import of payment instructions in national currency, including budget payments, their signing and other actions, status tracking
  - payments in national currency from current accounts, current card accounts, and debit business cards,
  - processing incoming payment requests in national currency,
  - processing requests for clarification of payment details in national currency,

- confirmation of payments in national currency provided on paper at a bank branch (service available under a separate agreement);
- **FX Operation** (detail in the Instructions for working with currency transactions, as well as in the Instructions for working with incoming and outgoing SWIFT payments):
  - buying, selling, or conversion currencies,
  - foreign currency payments outside the Bank (SWIFT), including import payments,
  - foreign currency payments within the Bank, including import payments,
  - viewing and tracking the status of incoming payments in foreign currency,
  - transmission of applications with electronic documents to the Bank for servicing foreign currency transactions:
    - «Export»,
    - «Removal of currency control measures»,
    - «Transfer of foreign economic activity agreement»,
    - «Servicing a loan from a non-resident»;
  - tracking the status of purchase, sale, currency exchange, incoming and outgoing payments in foreign currency, processing requests for document transfer;
- **Documents** (detailed in a separate Instruction on the transfer of documents "Identification" and "Financial Monitoring"») – submission of applications with electronic documents such as "Identification" and "Financial Monitoring" to the Bank:
  - intended for submitting documents to the bank for re-identification, clarification of information, and responses to financial monitoring requests;
- **Accounts** – viewing accounts, printing details, generating statements;
- **Cards** (in detail in a separate Instruction on working with cards in the Raiffeisen Business Online system) – viewing and actions with cards, creating payments, printing details, generating statements;
- **Statements and turnovers** – preparation of account statements and turnover reports;
- **Deposits** (in detail in a separate Instruction on working in the "Deposits" menu in the Raiffeisen Business Online) – viewing information on existing deposit agreements, quickly replenishing or withdrawing funds from deposit accounts;
- **Dictionaries** – maintaining a personal directory of correspondents, a directory of beneficiaries, a directory of SWIFT codes, bank codes, and a directory of exchange rates;
- **Letters** - the ability to conduct correspondence between the client and the bank, sign letters, and track their status.

2.2. Workspace

Workspace consists of the following widgets:

- **Selected accounts** to which access is granted;
- **Account balances** on the selected date;
- **Turnovers by partners** for the selected period;

- **Currency exchange rate**;
- **Automatic notifications and offers from the Bank.**

The user can **customize the list and order of widgets to be displayed on the Home Page Workspace.**
To do this, you need to:

1) press the button next to the "Homepage" section, a form for configuring the home page will appear in the menu of available functions,
2) select the widgets you want to display on the home page ,
3) select the order of the blocks - to do this, move the cursor over the selected block , hold down the left mouse button and drag to the desired location.,
4) to complete the setup, press the button. APPLY .

To configure the widget **«Favorites accounts»**, to **add selected accounts to the main page**, you need to:

press the button Add account, which will open a form with a list of available accounts to choose from and display them on the main page,

1) for each account you want to add, click the star icon. . At the same time, you can select no more than 6 accounts
2) press the button APPLY.

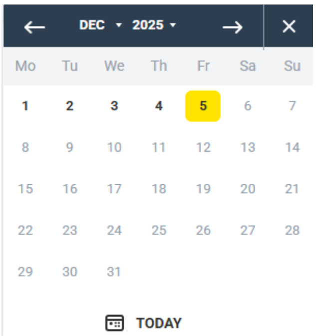
If you need to view all available accounts, click on the link All accounts.

To quickly view detailed account information, click on the account you want to view in the "Favorites Accounts" section of the main page.

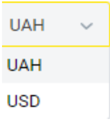
For quick access to documents that require a signature, click on the area • Signed 1 of 2 of the selected account for each account.

With the "**Account Balances**" widget, users can view information about account balances in the selected currency on the selected date. To do this, you need to:

1) Select a date - in the "Account balances" widget, enter the date using the keyboard or use the graphical calendar. To use the graphical calendar, click the icon and select the required date in the window that opens;



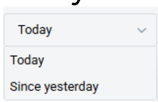
2) select currency - click on the field

and select the currency from the drop-down list 

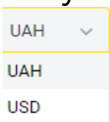
. The list of currencies in the drop-down list corresponds to the list of currencies in which the Client's accounts are opened.

Using the widget **«Turnovers by partners»** the user can view the top 5 counterparties by payments in the selected currency for the selected period..
To do this, you need to:

1) select the period – open the drop-down list by clicking on the field

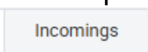
and select a period from the drop-down list 

,
2) select currency - click on the field

and select the currency from the drop-down list 

(the list of currencies in the drop-down list corresponds to the list of currencies of completed payments with counterparties).

The "**Statistics by counterparties**" widget also allows you to view graphs for expenses and revenues separately. To do this, select the appropriate tab 

or 

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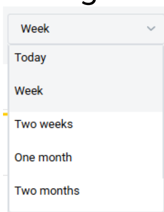
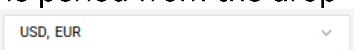
The "**Currency exchange rate**" widget allows you to view currency exchange rate fluctuations for a selected period and in selected currencies. To do this, you need to:

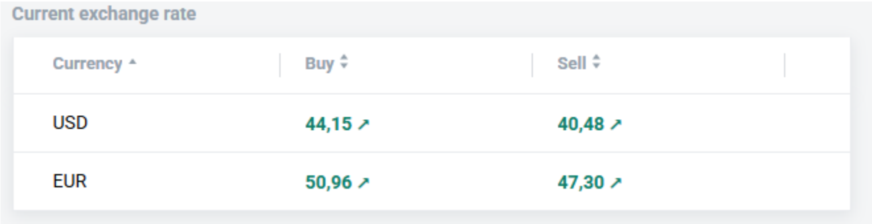
1) select the period – open the drop-down list by clicking on the field

and select the period from the drop-down list 

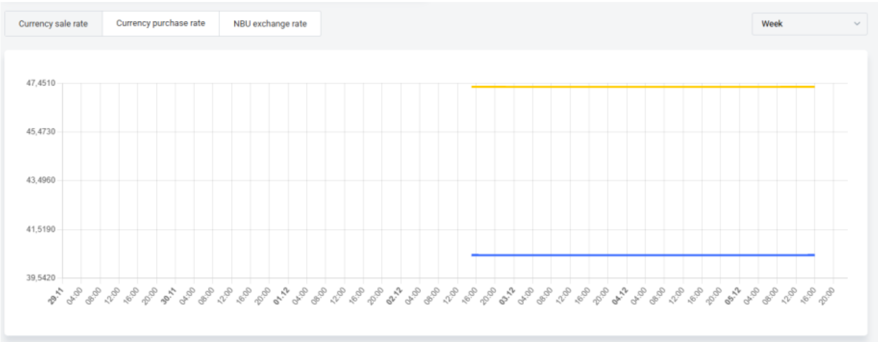
,select currency - click on the field 

and select a currency from the drop-down list. No more than 5 currencies can be selected at a time.

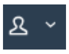
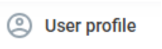
The approximate current exchange rate in selected currencies is displayed in the "Current exchange rate" block:



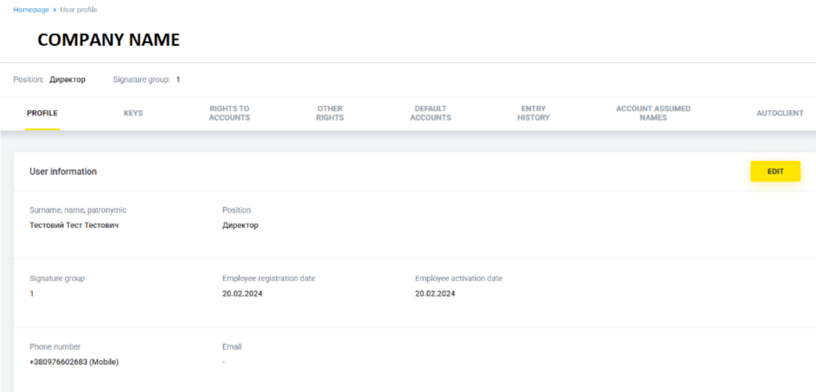
Fluctuations in the sale/purchase exchange rate and fluctuations in the NBU exchange rate for the selected period and for the selected currencies are displayed in the block:



2.3. User information

To view user information, click in the upper right corner of the workspace  and select from the drop-down list 

. The user profile will be displayed on the screen, where you can view the following information:

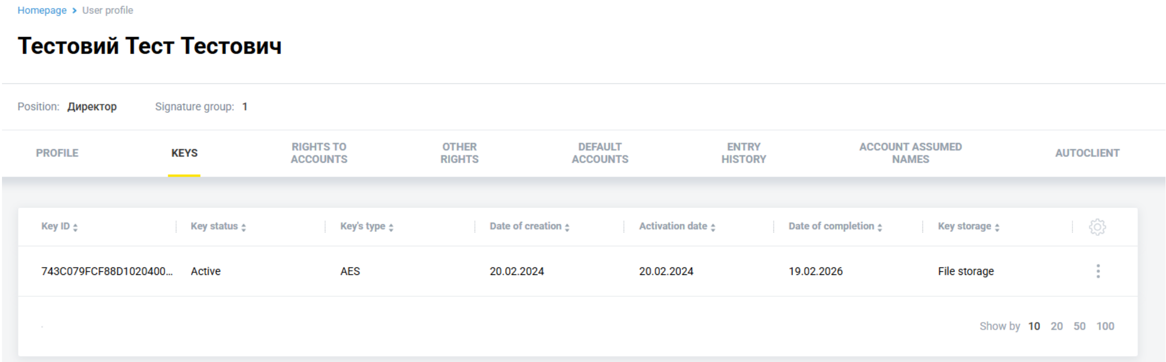


- **"Profile"** tab contains information about the user, namely:
  - Surname, name, patronymic
  - Position,
  - Signature group,
  - Employee registration date,
  - Employee activation date,
  - Email,

- Phone number.

The user has the ability to change certain data. To do this, click the button EDIT. Enter the necessary changes in the open form and click the button SAVE. Only the following data can be edited/added: e-mail and/or contact phone number. Other data in the tab cannot be edited by the user.

- **«Keys»** - information about the employee's EP keys is displayed, namely:
  - key ID ,
  - key status,
  - key's type (QES, UEP, Multi-client) Qualified EP key attribute (Yes or No),
  - date of creation, activation date,
  - date of completion,
  - key storage.



Using the quick action button, the user can perform the following actions:

- **Print the key registration request** - Press the quick action button and select the appropriate action "Print" Print from the drop-down list. To confirm printing the key registration application, you must enter the key password and confirm the action by pressing CONFIRM.
- **Save the key registration request,** click the quick action button and select the appropriate action "Save to file" from the drop-down list. Save .
- **Block** by pressing the quick action button ⋮ and selecting the appropriate action "Block" from the drop-down list Block. To confirm the lock, you must enter the key password and confirm the action by pressing CONFIRM.
- **Remote key replacement** - you need to press the quick action button ⋮, and select "Remote key replacement" from the drop-down list. Remote key replacement . Detailed steps for remote key replacement are described in the «Instructions for remote reissuance of an Advanced Electronic Signature key in the Raiffeisen Business Online system».

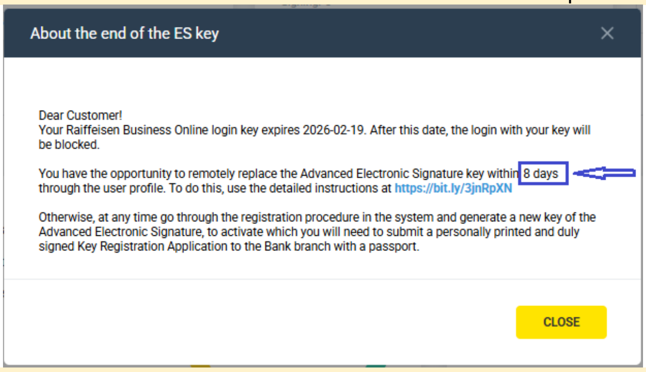
Attention! Automatically configured system notifications inform the User about the validity period of advanced/qualified electronic signature keys:

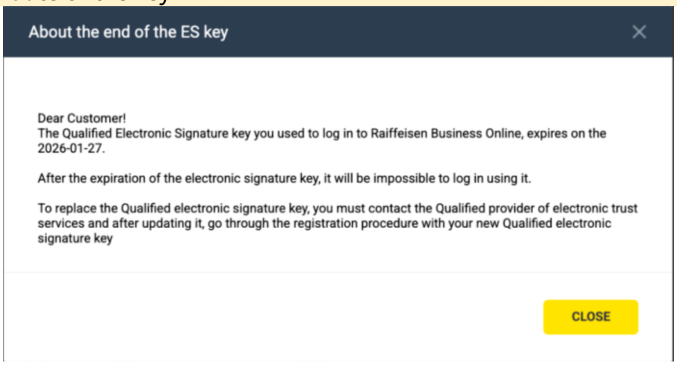
- a link to a YouTube video tutorial has been added to the text of the message about the expiration of the advanced EDS key, at the [link](),

- if the key that the user used to log in expires in less than 30 days, the system will notify them:

(example) for advanced ES key (example) for qualified ES key

Message displayed in the system regarding the advanced ES and qualified ES keys, daily, starting from the 30th day until the expiration date of the key





SMS – a message sent 7 days before the key expiry date

Do 01.08.23 neobkhidno zminyty klyuch Banku u RBO. Zminit klyuch dystantsijno u profili korystuvacha. Navchalne video: https://bit.ly/3jnRpXN Detali 0800505770

Do 01.08.23 zminit klyuch KEP dlya vkhodu v RBO ta projdit povtornu reyestratsiyu. Navchalne video: https://rb.gy/rjkx38 Detali 0800505770

Viber or email – notification sent 7 days before the key expiry date

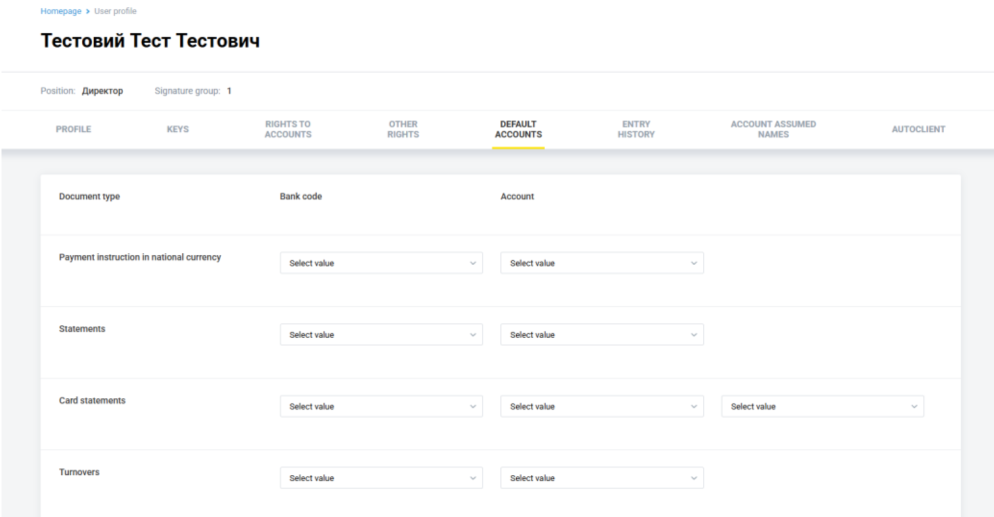
Dear customer!
The validity period of your Advanced Electronic Signature key (bank key) in Raiffeisen Business Online expires on August 1, 2023.
After this date, access to the system with this key will be restricted.
Change your bank key remotely in your user profile. Please refer to the video tutorial at the link.
If you have any further questions, please contact:
☎ Support service RBO: 0800505770, 0800400470, 0444954140 (in Kyiv and abroad), clientbank.support@raiffeisen.ua (Mon-Fri 8:00-22:00, Sat-Sun 8:00-20:00)
☎ Information Center: 0800505045, 0800400445, 0445902498 (in Kyiv and abroad)
Best regards, Raiffeisen Bank

Dear customer!
The validity period of your Qualified Electronic Signature (QES) key in Raiffeisen Business Online expires on August 1, 2023.
After this date, access to the system with this key will be restricted.
To replace your QES key, you must contact a Qualified Trust Service Provider and, after updating it, complete the registration procedure with your new QES key in Raiffeisen Business Online.
Please refer to the video instructions at link.

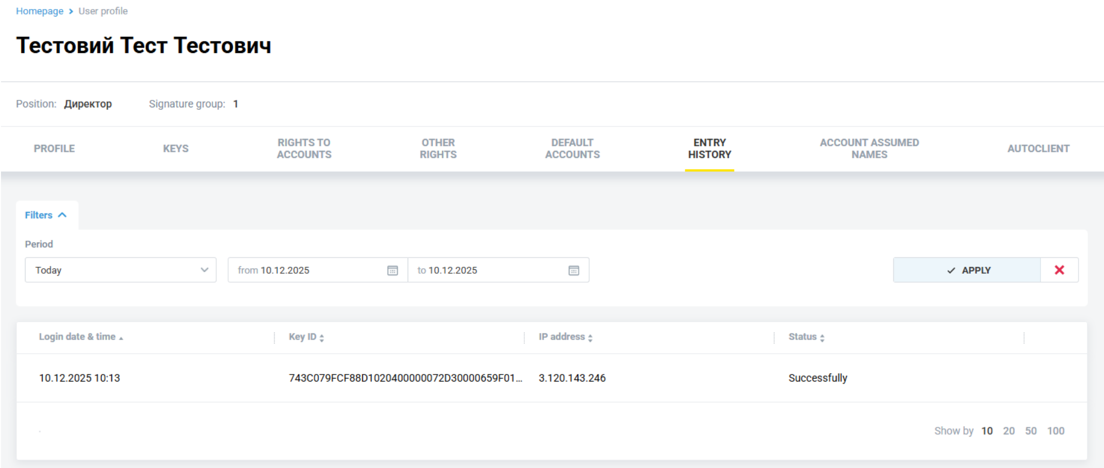
If you have any further questions, please contact:
☎ Support service RBO: 0800505770, 0800400470, 0444954140 (in Kyiv and abroad), clientbank.support@raiffeisen.ua (Mon-Fri 8:00-22:00, Sat-Sun 8:00-20:00)
☎ Information Center: 0800505045, 0800400445, 0445902498 (in Kyiv and abroad)
Best regards, Raiffeisen Bank

- **«Rights of Account»** - view account rights (available to users with the first signature group and administration or administrator rights). Details on rights management in the "Instructions for administering user rights in the Raiffeisen Business Online system».
- **«Other Rights »** - viewing rights to work with system objects (available to users with the first signature group and administration or administrator rights). Details on rights management in the "Instructions for administering user rights in the Raiffeisen Business Online system».

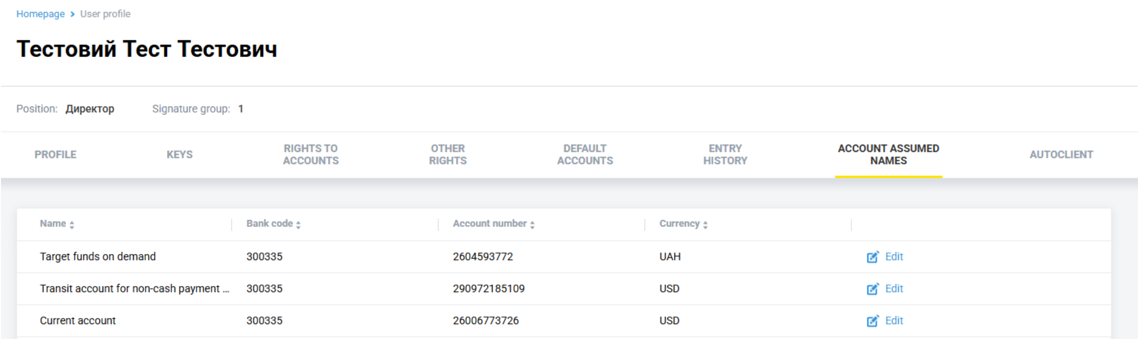
- **«Default accounts»** - it is possible to configure default accounts for each document type from the list of available ones. To do this, select the bank code and account from the drop-down list opposite each document type.
  The attributes of this tab allow you to set a convenient user mode when using the following system services:
  - automatic filling of the debit account when working with payment instructions in national and foreign currencies,
  - creation of statements for current accounts or current card accounts, which are set by default,
  - formation of turnover for the selected account.



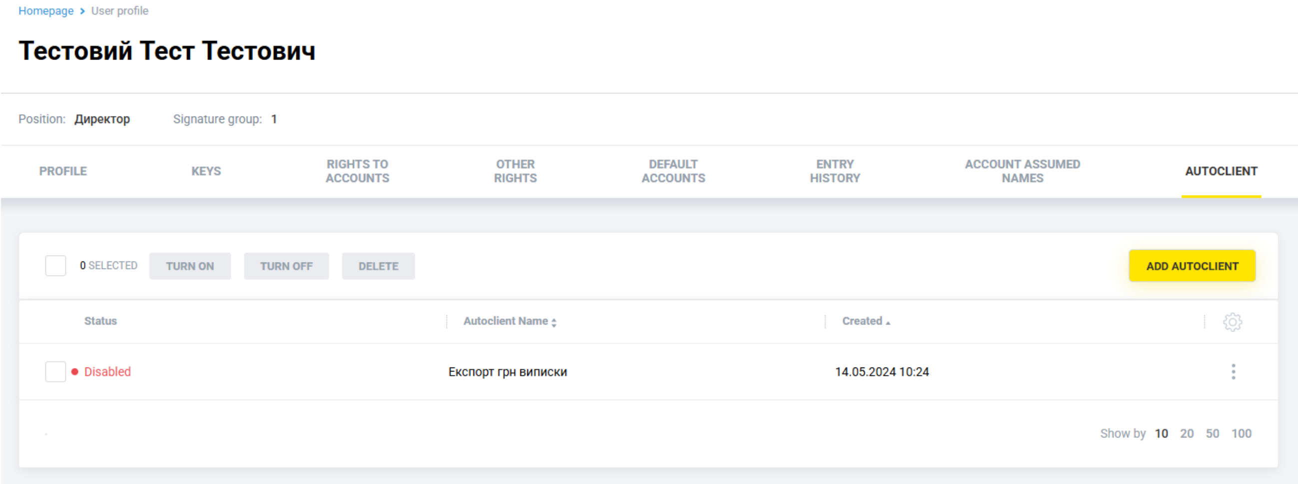
- **«Entry History»** - information is displayed for each user authorization in the system.



- **«Account assumed names»** - it is possible to set or change a nickname for each account. To do this, click the button Edit . In the form that appears, enter a new or change the existing account nickname and click the button. APPLY .



- **«Autoclient»** (according to the access provided) – provides the ability to configure automatic export of account statements and automatic import of payment instructions/requests. Detailed description is available in the "Instructions for working with AutoClient in the Raiffeisen Business Online system."



3. Configuring menu lists and tables

Most menus in the system display data in the form of lists and tables: a list of payment instructions, currency purchase/sale/exchange applications, saved records of payment recipients in reference books, etc.

For convenience in displaying information, the user can use the sorting functions and/or settings for the list of table entries and/or adjust the size of columns in tables.

3.1. General sorting principles

For convenience, the list of items can be sorted in ascending or descending order by the selected attribute (table column):

- to sort in ascending order, click the button next to the corresponding attribute in the list of items «Sorting».
- to sort in descending order, press the button again "Sorting next to the corresponding attribute"

Sorting can only be performed on one attribute at a time.

3.2. Configuring the list of entries

To configure the list of entries to be displayed in the workspace, you need to:

1) press the button - as a result, the attribute settings form will open,
2) mark the necessary set of attributes,
3) arrange attributes in the desired order - for the selected attribute, move the cursor over , hold down the left mouse button and drag it to the desired location.
4) press the button APPLY.

Attention! Attributes highlighted in gray cannot be deleted, only changed in the display order.

If the information displayed in the column header does not fit completely in the space allocated for it, it will be truncated, but when you hover your mouse over the field, a tooltip will appear displaying the full text of the value in the specified header.

For ease of reading, it is recommended not to use more than 7 columns for display on the screen.

3.3. Adjusting the size of table columns

To configure the size of the columns of records to be displayed in the workspace, you need to:

- in the desired table menu, click on the border line with the cursor and move it to the right/left.

The system offers personalized column size adjustment in all menus containing tabular data.

The settings you choose will be saved for future logins and can be changed whenever you want.

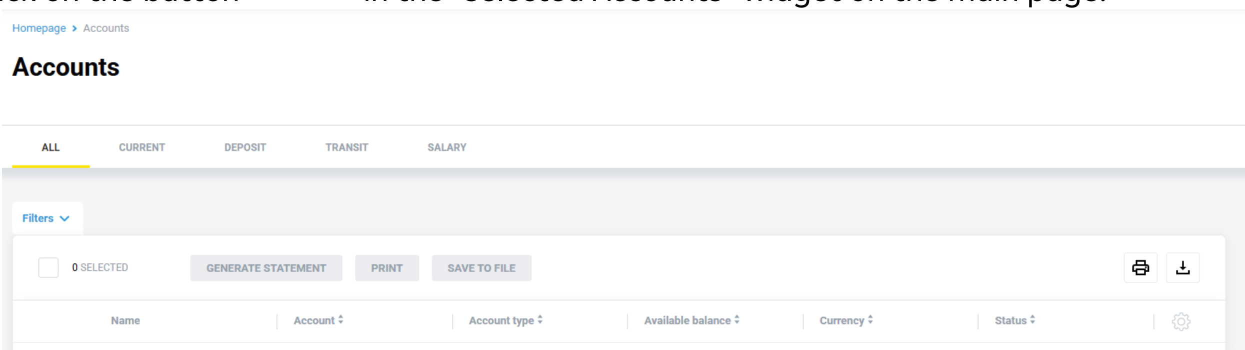
For each menu, column size settings can be set separately.

4. Menu of available functions

4.1. Accounts

4.1.1. View account list

To get a list of all available accounts, go to the menu section «Accounts» ⇨ «Accounts» or click on the button ALL in the "Selected Accounts" widget on the main page.



The list of accounts is divided into tabs by account type for ease of viewing, for example, Current, Deposit, Transit, etc.

4.1.2. Account menu filters

Everal filters are provided in the working area:

- **Search by account status** (Status: Initially blocked with credit, Active) - select the account status. You can select all or several
- **Search by account currency** (Currency: Select value) - select the currency in which the account is opened from the list. It is possible to select all or several currencies;
- **Search by account type** (Account types: Select value) - Select the account type. Available only on the "ALL" tab. You can select all or several;
- **Search by account number or nickname** (Search by account number or alias) - manually enter the full or partial account number or alias.

To apply the filter, you need to set the desired criteria and click the button APPLY. To cancel filtering, press the button ×.

You can also use the advanced filter. To do this, click APPLY. In the window that opens, in addition to the filters listed above, the following filters are available:

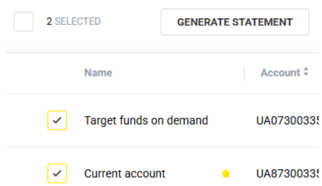
- **Search by bank code** (Bank code: Select value) - select the bank code where the account is held from the drop-down list. You can select all or several;
- **Search by balance amount in account currency** (Balance amount in currency of account: from, to) - manually set the range "from ... to" of the balance amount in the account currency.

To apply the filter, you need to set the desired criteria and click the button APPLY. To cancel filtering, press the button ×. To reset the filter settings, click the button RESET

4.1.3. Actions available when viewing the list of accounts

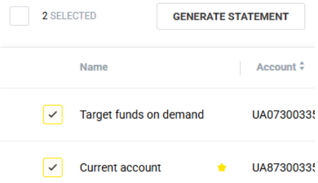
The following functions are available to the user:

- **Print information about account balances**. To do this, press the button - in this case, the file will contain information about the balances on all accounts.
  If you need to print information about balances on one or more accounts from the list, select the appropriate accounts using the check boxes



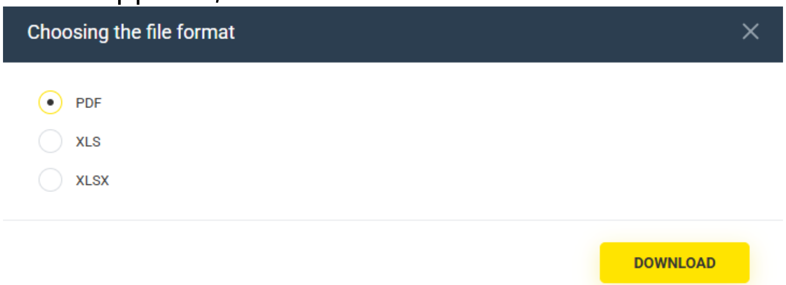
  and press the button PRINT;
- **Save information about account balances** to the file. To do this, press the button (In this case, the file will contain information about the balances on all accounts If you need to save information about the balances on one or more accounts from the list to a

file, you must select the appropriate accounts using the check boxes

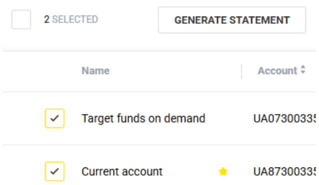


and press the button SAVE TO FILE .

Next, in the form that appears, select the file format and click the button DOWNLOAD ;



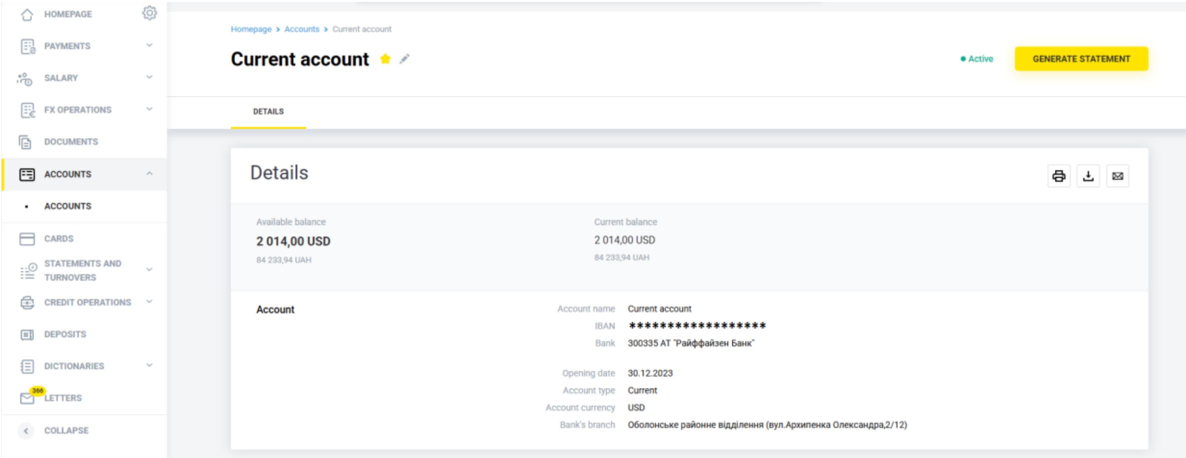
- **Change assume name** – set an alias for the account for ease of use. To do this, click the button ⋮ and select "Change assume name" from the drop-down list Change assume name ;
- **Generate an account statement** – quickly go to the "Statements" page, where the account details for generating the statement will already be pre-filled. To do this, press the button ⋮ and select the "Generate statement" Generate statement action from the drop-down list .
  Also, if you need a statement for one or more accounts, you must select the relevant accounts using the checkboxes

  and press the button GENERATE STATEMENT ;
- **Add to favorites/Remove from favorites** – add or remove an account from the "Selected accounts" widget on the main page. To do this, click the button ⋮ and select the action "Add to favorites"/"Remove from favorites" from the drop-down list Add to favorites / Remove from favorites .
- **Copy account number** - to do this, press the button ⋮ and select an action from the drop-down list Copy account number .

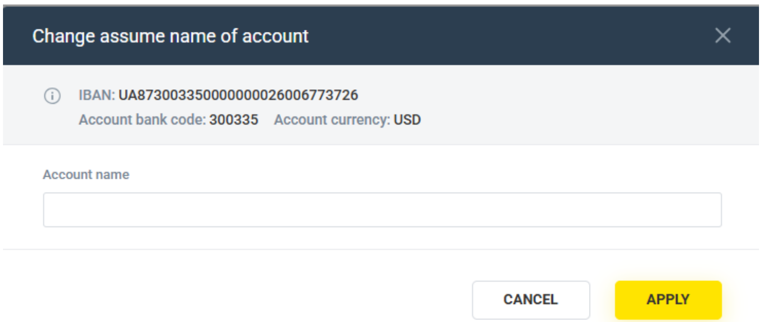
4.1.4. Viewing detailed account information

To view detailed information about a specific account, click on the line of the desired account. This will open the "Details" page.

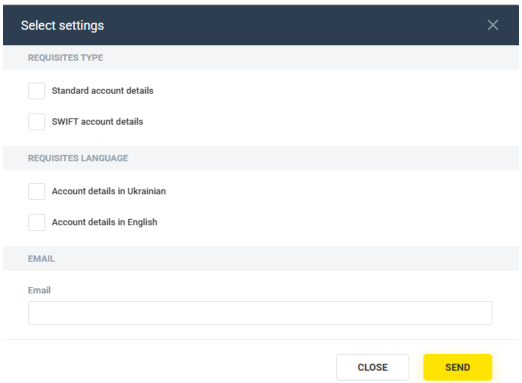


The following actions can be performed on accounts on this page:

- **Change assume name** – set an alias for the account for ease of use. To do this, click the button in the upper left corner of the workspace next to the account name . Next, in the form that appears, manually enter the account nickname and click the button APPLY.



- **Add to favorites/Remove from favorites** – add or remove an account from the "Selected accounts" widget on the main page. To do this, click the button in the upper left corner of the workspace next to the account name / .
- **Generate an account statement** – quickly go to the "Statements" page, where the account details for generating the statement will already be pre-filled. To do this, click the button GENERATE STATEMENT.
- **Print account details** - to do this, press the button .
- **Save account details** – save the account details file in PDF format. To do this, click the button .
- **Send account details** – send your account details to your email. To do this, click the button and provide an email address to receive the details.
  When using the "Print," "Save," and "Send to email address" functions, a form opens for selecting the type of details and the language of the details.



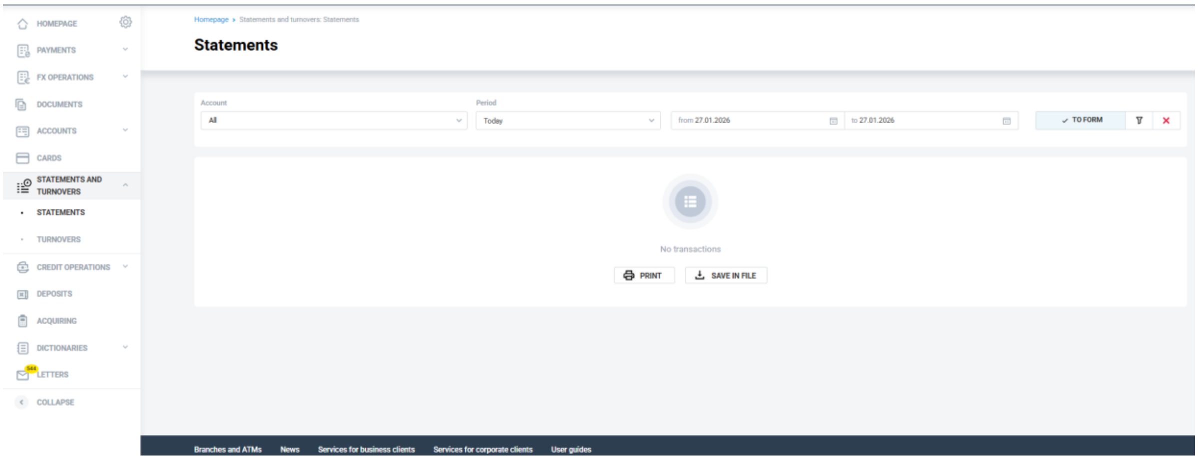
4.1.5. Viewing information on the established overdraft limit for the current account

If an overdraft limit has been set, information about the set overdraft limit, the used limit, and the available limit amount is transferred to a separate tab.
On this tab, you can also view information about the details of the overdraft agreement.

4.2. Statements and transactions

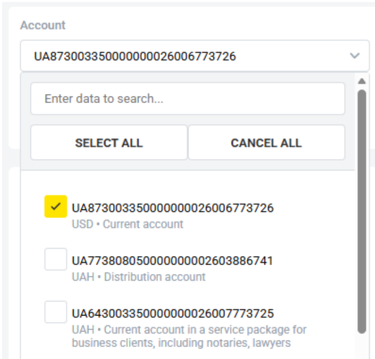
4.2.1. Statements

To generate a statement for an account/accounts, go to the menu section of available functions "Statements and turnover"⇨ "Statements".



To obtain a statement for the account, you must:

1) select the desired account/multiple accounts/all accounts from the drop-down list;

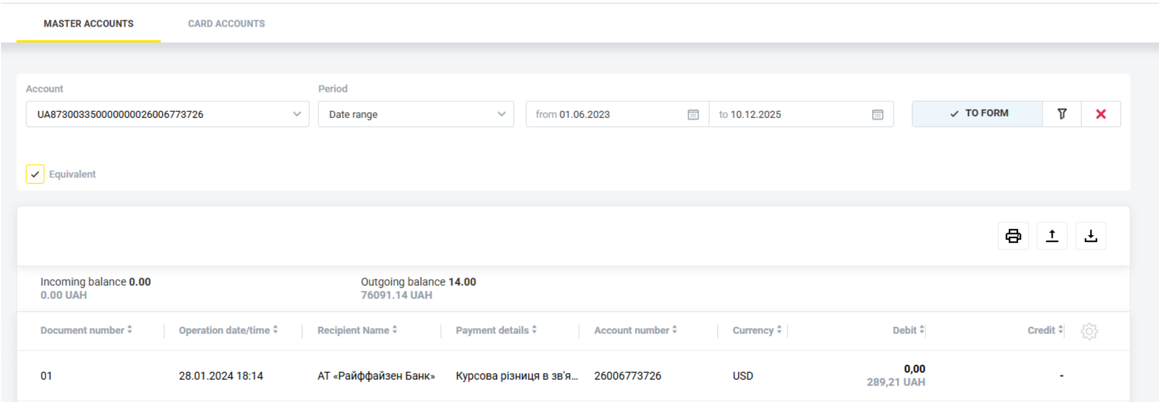


2) select the period for which the statement should be generated

3) after setting all criteria, press the button ✓ TO FORM.

As a result, a statement for the account(s) will be generated in the working area with information about the incoming/outgoing balances on the account (if one account is selected), the date of the last transaction (if one account is selected), the total turnover on the account(s) for the period, and detailed information about all receipts/expenses on the account(s).

The **hryvnia equivalent of the transaction** (converted at the NBU exchange rate on the relevant date) can also be added to the statement To do this, check the box next to Equivalent and press ✓ TO FORM.



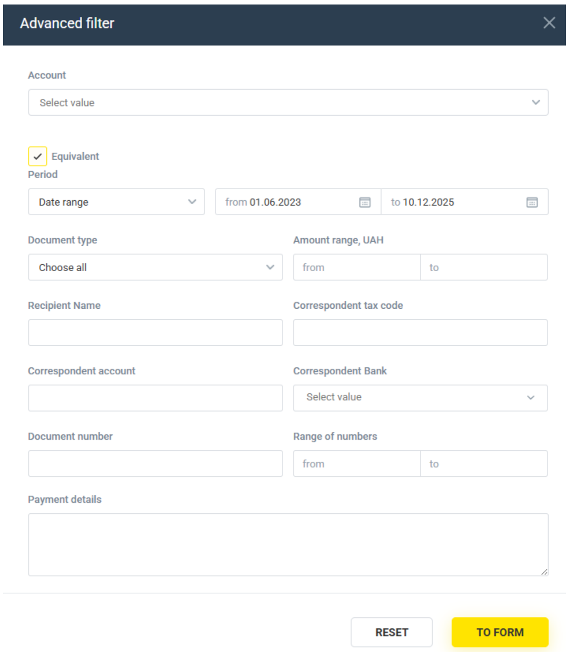
To cancel the settings, press the button ×.

4.2.1.1. Advanced filter for statement operations

For convenience in searching for transactions, you can use the advanced filter.

To do this, you need to press the button , fill out the form that appears and click the button TO FORM.

The following criteria are available for searching:

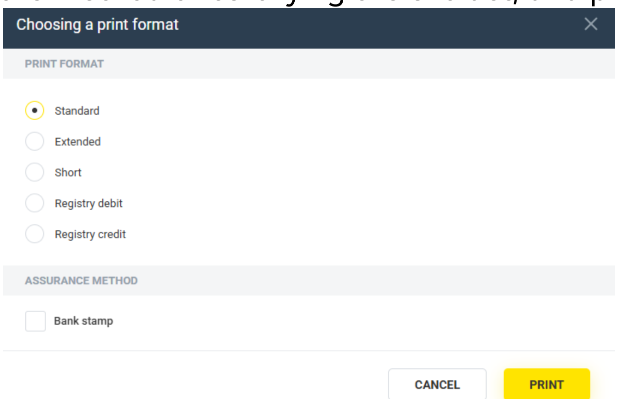


- Account – select the desired account/accounts from the drop-down list;
- Period – set the period for which the search is performed;
- Document type – select the document type from the drop-down list: debit (expenses) or credit (receipts), or select all;
- Amount range, UAH - manually set the range "from … to" of the transaction amount;
- Correspondent name – manually enter the correspondent's name in full or in part;
- Correspondent's tax code - manually enter the correspondent's tax in full or in part;
- Correspondent account – manually enter the correspondent account number in full or in part;
- Correspondent bank – select one or more correspondent bank codes from the directory;
- Document number – manually enter the document number in full or in part;
- Number range - manually set the range "from … to" of document numbers;
- Payment purpose - manually enter the full or partial payment purpose.

4.2.1.2. Actions with a statement

The generated statement can be:

- **Print** – to do this, you need to press the button , in the open form, select the print format, if necessary, the method of certifying the extract, and press the button .



The system allows you to print a statement regardless of whether it contains transactions for the selected period.

Also, the user can sort transactions in the interface before printing so that they appear in the same order on the printed form:

- **Export** – exporting statements to an external file with a special structure (for more details, see "Instructions for importing and exporting data). To do this, press the button , select the required file format (for some formats, also the encoding) and click the button EXPORT.
- **Save** – save the file in PDF format. To do this, you need to press the button , In the form that appears, select the save format, if necessary, the method of certification, and click the button SAVE IN FILE. Selecting the print format and certification method is similar to the "Print" action.

For a specific transaction from the statement on hryvnia accounts when you click on ⋮ the following actions can be performed:

- Save correspondent Save correspondent - saving the correspondent's details and payment purpose in the Correspondents directory;
- Create payment (for incoming transactions) Create payment - creating a payment with editable parameters of the selected payment;
- Copy payment (for expense transactions) Copy payment creation of a copy of the payment with the possibility of editing;
- Print Print - printout of the selected payment instruction (receipt or expenditure) with the bank's seal;
- Save in file Save in file - saving the selected payment instruction (receipt or expense) with the bank's stamp to a file.

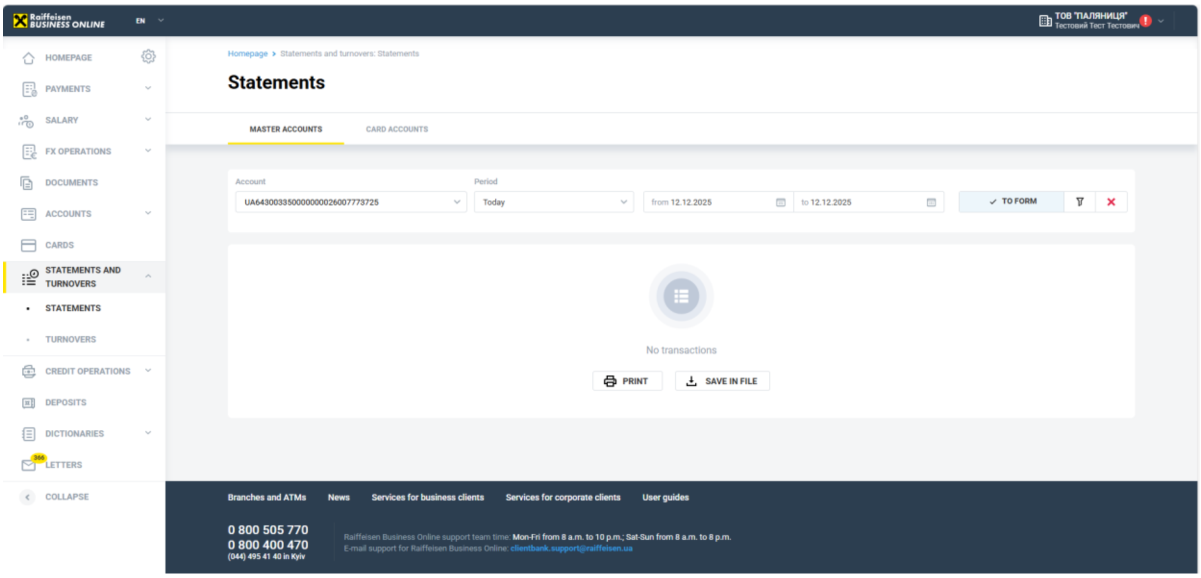
4.2.1.3. Reviewing transaction details

To view detailed information about a transaction, click on the line of the desired transaction. On the detailed transaction information page in UAH, you can perform the following actions:

- Save correspondent to the Correspondents directory SAVE CORRESPONDENT,
- Create a payment (for incoming transactions) by selecting Create payment on the list ADDITIONAL ACTIONS;
- Copy payment (for expense transactions) by selecting Copy payment on the list ADDITIONAL ACTIONS;
- Print the selected payment instruction (receipt or expense) with the bank's seal by selecting Print on the list ADDITIONAL ACTIONS;
- Save in file - save the selected payment instruction (income or expense) to a file with the bank's stamp by selecting Save in file on the list ADDITIONAL ACTIONS.

4.2.2. Formation of account/accounts turnover

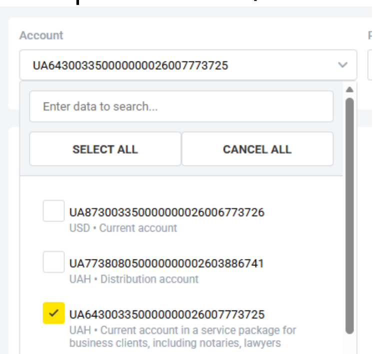
To generate account turnover, go to the menu section of available functions "Statements and turnover"⇨« Turnover».

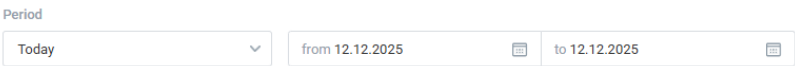


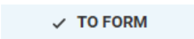
4.2.2.1. Filter during turnover formation

To generate turnover on an account/accounts, you need to:

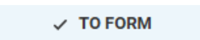
1) select the desired account/multiple accounts/all accounts from the drop-down list;

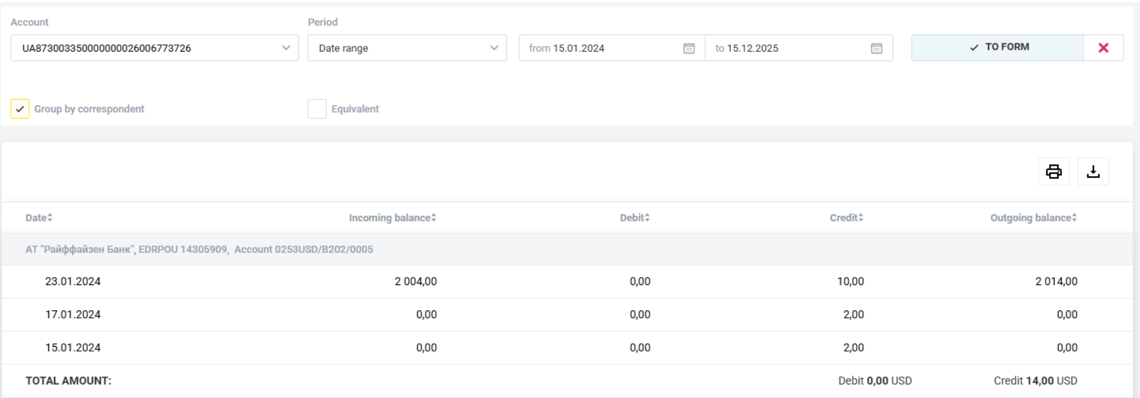


2) select the period for which you need to generate turnover  ;

3) after setting all criteria, press the button  .

As a result, the working area will display account turnover with information about incoming/outgoing account balances as of the date, as well as account turnover for the date.

Turnover can be **grouped by correspondent**. To do this, check the box next to  and press  .



You can also add the UAH equivalent of the transaction to the turnover (calculated at the NBU exchange rate on the relevant date). To do this, check the box next to ✓ Equivalent and press ✓ TO FORM.

To cancel the settings, press the button ×.

4.2.2.2. Transactions with turnover

The generated statement can be:

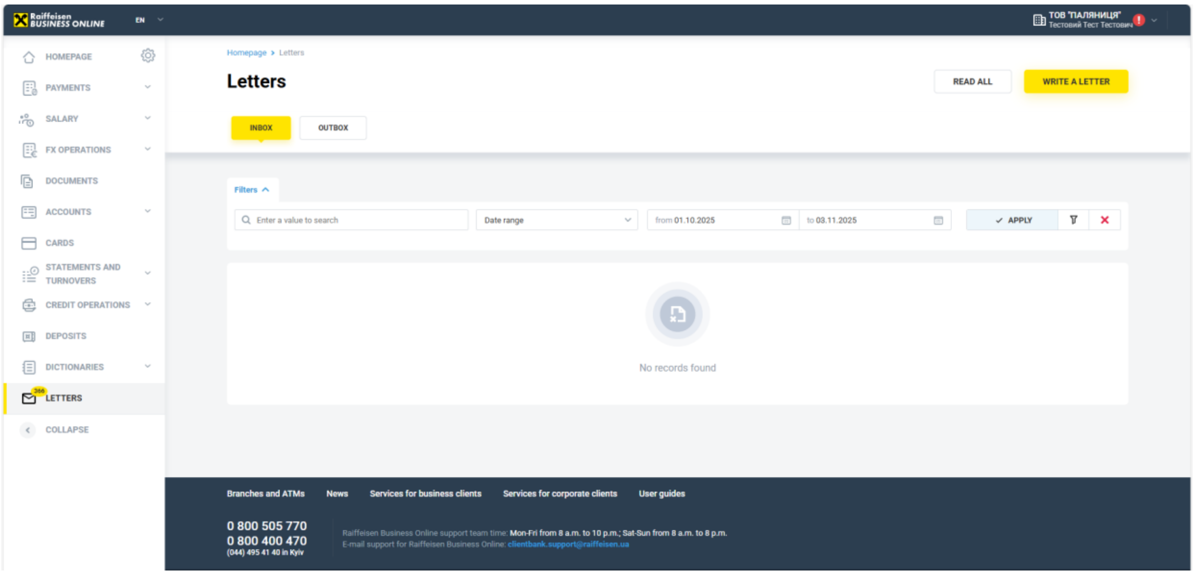
- **Print** – to do this, you need to press the button .
  Also, the user can sort transactions by date so that they are displayed in the same order in the printed form.

- **Export** – exporting transactions to an external file with a special structure (For more details, see "Instructions for importing and exporting data). To do this, press and press the button EXPORT. Not available if group by correspondents is set.
- **Save** the file in PDF format - to do this, click the button .

When you click on the turnover line, the system will automatically open the statement for the corresponding day for the corresponding account.

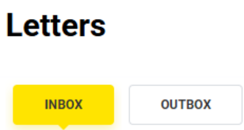
4.3. Letters

To view available letters or create new ones, go to the "Letters" menu section.



All letters are divided into blocks:

- Inbox,
- Outbox



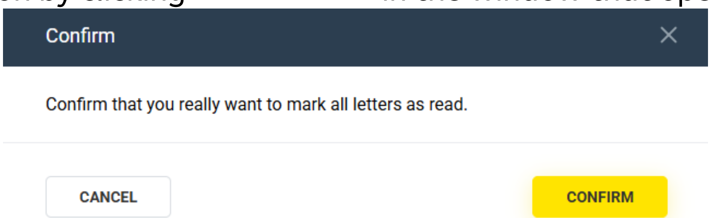
4.3.1. Reviewing incoming letters

Incoming emails are available for viewing and saving attachments.
On the left side of the "Letters" menu, there is a counter showing the number of unread letters 

. To mark all incoming messages as read, click the button

and confirm the action by clicking 

in the window that opens.



After performing the action, the unread mail counter will disappear, and the button will become inactive until a new mail is received.

4.3.2. Reviewing outgoing letters

The working area of the "Outgoing" block is divided into tabs according to the status of letters:

- **New** – Letters are displayed after saving a newly created letter or after saving a letter in case of editing and copying, as well as partially signed letters. The following actions are possible (depending on the status of the letter): sign, edit, copy, view signature details, print, save to file, delete.
- **Send** – outgoing letters signed by all signatories and sent to the bank for processing are displayed. The following actions are possible: copy, view signature details, print, save to file.
- **Prrocessed** - Outgoing letters that have been successfully processed by the bank or letters for which the bank has returned a status indicating that the letter cannot be

processed for specific reasons are displayed. The following actions are possible (depending on the status of the letter): copy, edit, delete, copy, view signature data, print, save to file, delete.

- **All** – all outgoing letters are displayed. Possible actions depend on the status of the letter.

4.3.2.1. Viewing letter details

To view detailed information about a letter, click on the line of the desired letter. This will open a page on the "Details" tab.

The following actions are possible with outgoing letters (depending on the status of the letter):

- **Sign**. To do this, press the button SIGN or ADDITIONAL ACTIONS and select the "Sign" action from the drop-down list Sign.
- **Edit.** To do this, press the button ADDITIONAL ACTIONS and select the "Edit" Edit action from the drop-down list.
- **Delete**. To do this, press the button ADDITIONAL ACTIONS and select the "Delete" action from the drop-down list. Delete. Then confirm the deletion by clicking the button OK.
- **Copy.** To do this, press the button ADDITIONAL ACTIONS and select "Copy" Copy from the drop-down list. .
- **View signature data.** To do this, press the button .
- **Print**. To do this, press the button .
- **Save to file.** To do this, press the button .

The following actions are possible with incoming letters:

- **Print**. To do this, press the button .
- **Save to file.** To do this, press the button .

If an incoming or outgoing letter has an attachment, then by clicking on ⋮ next to the attachment file, you can perform the following actions with the attachment:

- **View** - To do this, press View.
- **Save to file** - To do this, press the button Save in file.
- **Export to p7s**- To do this, press Export to p7s, action available for letters with QES.
- **Print** - to do this, you need to press Print and confirm the action by clicking PRINT.

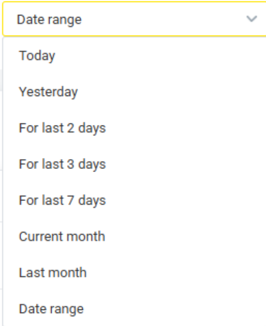
To view the change history for a letter, go to the tab REVISION HISTORY.

4.3.2.2. Filters

The following filters are provided for searching in each of the menu section blocks:

- **Search by keywords** 

 - manually enter all or part of the following values: number, subject, or text of the letter
- **Search by period** - select a period from the drop-down list (today, yesterday, 2 days ago, 3 days ago, 7 days ago, current month, previous month, date range).



If none of the periods in the list meet the search criteria, you can enter the required time period yourself. 

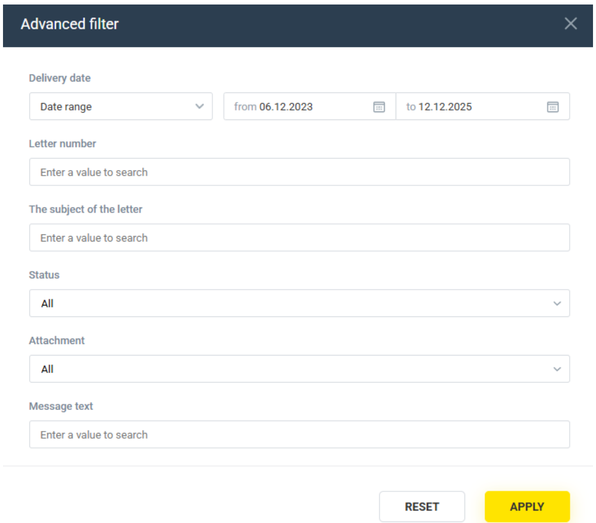
: In the "From:" and "To:" fields, select the appropriate period by clicking on or entering the dates in the format DD.MM.YYYY

- **Advanced search** – to use, press the button , fill out the form that appears and click the button 

.

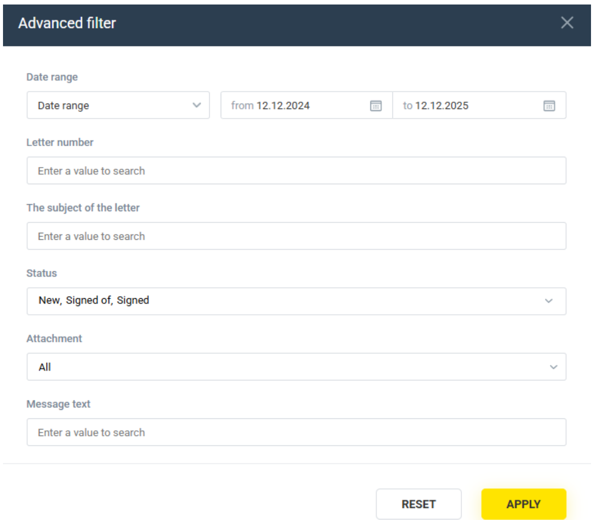
The following advanced **search criteria are available for the "Inbox"** section:

- Delivery date – similar to searching by period;
- Letter number – manually enter the entire or partial letter number;
- Subject – manually enter the subject of the letter in full or in part;
- Status – select read or unread emails from the drop-down list. You can select all or several statuses;
- Attachments – select all emails from the drop-down list, only those with attachments, or without attachments;
- Message text - manually enter the entire letter text or part of it.



The following advanced **search criteria are available for the "Outbox"** section:

- Date range – similar to searching by period;
- Letter number – manually enter the entire or partial letter number;
- Subject – manually enter the subject of the letter in full or in part;
- Status – select from the drop-down list; you can select all or several statuses;
- Attachments – select all emails from the drop-down list, only those with attachments, or without attachments;
- Message text - manually enter the entire letter text or part of it.



To apply the filter, select the criteria and click the button APPLY. To cancel filtering, press the button ☒. To clear the filter criteria, click the button RESET.

4.3.3. Actions with incoming letters

The following actions are possible (depending on the status):

- **Print** - to do this, press the button ⋮ and select "Print" from the drop-down list Print.
- **Save in file** – save the file in PDF format. To do this, click the button ⋮ and select "Save in file" from the drop-down list Save in file.

4.3.4. Actions with outgoing letters

The following actions are possible (depending on the status of the letter):

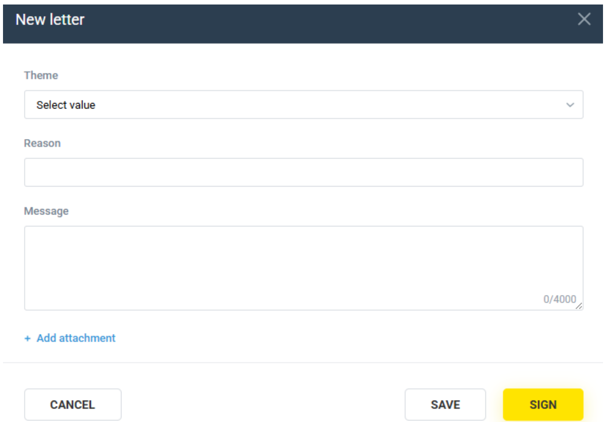
- **Write a letter**. To do this, press the button WRITE A LETTER. As a result, a form will open for filling in the information on the letter. You must fill in the following fields
- Theme – select from the drop-down list;
- Reason – manually enter the reason for the request;
- Message – manually enter the text of the letter or fill in the suggested template;
- Add attachments to the letter (if necessary). You can add one or more attachments to the letter at the same time.

Then press the button SAVE or SIGN.

ATTENTION!

The length of the "Reason" field cannot exceed 100 characters.
The length of the "Message" field cannot exceed 4000 characters.
No more than 50 attachments can be added to a letter. Files can be in the following formats: .pdf, .jpeg, .png, .bmp, .tif, .rtf, .doc, .docx, .xls, .xlsx, .vsd, .p7s, .jpg, .7ps, .dat. The

size of each file must NOT exceed 10 (ten) MB, and the name must NOT exceed 85 characters in length.



- **Edit** - if necessary, the sheet settings can be changed. To do this, click the button ⋮ and select the "Edit" action from the drop-down list Edit. If the letter has already been signed, you must confirm the edit.
- **Sign** – adding your personal signature to the saved letter. Once all the necessary signatures are on the letter, it will be sent to the bank for processing. To do this, press the button ⋮ and select the "Sign" action from the drop-down list Sign (for letters with the status "New" and "Signed N of M").
- **Delete** – deleting a letter. To do this, press the button ⋮ and select the "Delete" action from the drop-down list. Delete. Then confirm in the confirmation form by clicking the button OK.
- **Copy** - create a copy of the letter, which will be saved with the status "New." All fields of the new letter will be filled in with the same data as in the selected letter (attachments are not copied). The letter from which the copy was created remains unchanged. To create a copy, click the button ⋮ and select "Copy" from the drop-down list Copy.
- **View signature details** – the ability to view information about the authorized persons (full name and position) who signed the letter, the date of signature, the certification center, the signature serial number, and company details (name and code), the delivery date, and the document ID.
- **Print** - to do this, press the button ⋮ and select "Print" from the drop-down list Print.
- **Save in file** – save the file in PDF format. To do this, click the button ⋮ and select "Save in file" from the drop-down list Save in file.

5. Requests for remote services in the RaifBusiness virtual branch

To order services, please send a request by mail LETTERS in the WEB version of the RBO or mobile application, or by calling the Information Center.

Attention! To receive a specific list of services remotely, you must have a valid QES key

How to order services remotely:
1. Log in to RBO (WEB version or mobile app).
2. Open the "Letters" menu, create and sign a letter by selecting the required topic from the list and describing your request/filling in the suggested template and attaching the necessary documents.
3. RaifBusiness employees may contact you to clarify the details of your request (if necessary).
5. Receive the completed documents by return mail at the RBO or in the mobile app.
5.1. If the ordered service requires signing a contract, sign the received document with your QES key and return it to the Bank.

To order services, select the appropriate subject of the letter *

*(*the topics of letters may vary and differ depending on the customer segment)*

№	Subject of the letter	Need
1	Data actualization and rights management	Requests to restrict the access rights of authorized persons and provide information on data updates
2	Business cards	Describe your needs in the request or fill out the template regarding: a) Card reissuance; b) Change of phone number for 3-D Secure; c) Opening a new card account with card issuance; d) Issuing an additional card to an existing account.
3	Corporate cards	Requests regarding: a) setting limits for corporate cards, b) change of phone number for 3D secure, c) other questions about corporate cards.
4	FX Operations	Requests regarding foreign currency transactions. Letters, requests and documents attached to letters are processed by employees of the bank's centralized currency supervision department.
5	Additional products	Requests regarding: - Opening and maintaining a current account, - Raiffeisen Express, - Letter of Credit, Guarantee, Factoring, Collection, Prom. Note, - Deposits, and Early termination of deposit, - Acquiring: connection and service, - Closing the account
6	Ordering services	Requests regarding: - Audit requests, - Cash order, - Order statement, - Order of account certificate, - Changing the tariff package,

		- Activation of keys for RBO, - Compensation of Agri machinery/equipment of ukr product, Res 130, - Insurance. Activation (disconnection) of automatic payment, - Confirming documents of carriers. NBU limits, - Request for a Service Manager.
7	Salary project	Requests regarding: - Connecting of the employees, - Return of funds transferred by mistake, - Setting/cancellation of the part-time status, - Extension of validity of cards, - Dismissal of employees, - Paysheet, - Rejection of payroll and other requests for them.
8	Identification	Letters, requests, and documents attached to letters are processed by employees of the virtual branch. Requests regarding: - Identification and updating of data (if it is impossible to transfer documents via the Documents menu), - Change of contact details
9	Cash collection	Questions regarding: - Management of Cash Collection/Delivery Contracts/Change Coins, - Accounting Support for Cash Collection Services.
10	Loans	Questions regarding credit transactions.
11	Payments in LCY	Questions regarding payments in hryvnia and questions regarding payment of taxes on behalf of another person/representative.
12	Technical issues	Inquiries regarding the operation of the RBO system. Processed by Raiffeisen Business Online Technical Support Service employees.

We wish you successful work.
It is more convenient with Raif!

0 800 505 770 (in Ukraine) +38 (044) 495 41 40 (in Kyiv and from abroad)

clientbank.support@raiffeisen.ua