PPF Banka

USER GUIDE FOR THE INTERNETBANKING SERVICE OF PPF banka a.s.

Part III: Communication with the Bank, notification about selected events, and requests to the Bank

Contents:

I.   Introduction

For greater clarity, the User Guide is divided into several parts, which are separate documents. This part describes communication with the Bank, setting and sending of a notification about selected events, and requests sent to the Bank. Other information related to IB is stated in other parts of the User Guide.

In the event that there are expressions, abbreviations or phrases beginning with capital letters used in the text of the User Guide, their meaning will be stated in the article titled Definition of Terms of the GBC and/or SBC. The meaning may be specified in the individual provisions of the GBC and/or SBC and/or this User Guide.

II.   Communication with the Bank

You may send a query or request to the Bank relating to IB or the products and services provided by IB in the **Communication with the Bank** option. Similarly, the Bank will use IB for sending messages to Users – e.g. in the case of a change of SBC, the planned unavailability of IB, etc.

After selecting this option, the field for creating a new message to the Bank will be automatically displayed.

A.   Received messages from the Bank

To view the message sent by the Bank, click on the **Received messages** option. A list of messages from the Bank will be displayed.

If you receive a message from the Bank, this option is displayed immediately upon logging into the IB. The number of unread messages (in bold) and the total number of messages received from the Bank are also displayed in the upper bar. If you do not read the message from the Bank, a list of current accounts which are connected to IB will be displayed after next login into IB and information about unread messages is displayed only in the upper bar.

You can read a message by clicking on its Subject.

The text of the message from the Bank will be stated in the file **Message text**. You can respond to the received message by clicking on the **Reply** button – the field for creating and sending messages to the Bank will be displayed (see article B.). A received message can also be printed by clicking on the **Print** button – the print runs in the same way as in article C. A received message can also be deleted by clicking on the **Delete** button. If the message contains an attachment, you can open it or save it by clicking on the **Download file** button.

After option **Delete**, a question regarding whether you really want to delete the selected message will be displayed – for deletion, click on the **Yes** button.

The selected message will be deleted.

By means of the **Filter** button the selected period for which you wish to view received messages can be specified.

List of Received Messages

New Message   Filter   Clear filter

In the **Date from** field, enter the date from which you want the received messages to be displayed and, in the **Date by** field, enter the date until which you want to view received messages or select these data from the calendar on the right of the field. It is sufficient to fill in only one of the two fields. Press button **Back** to return to the list of received messages. The entered data can be deleted with the **Default** button. To confirm your selections, click on the **View** button.

Filter

Date from: 01.07.2012   [28]

till: 31.08.2012   [28]

Back   Clear   Submit

B.   Creating and sending messages to the Bank

To send a message to the Bank, click on the **Create New Message** option. In the **Subject** field write briefly what the message relates to and type the text of the message in the **Message** box. The full entered text can be deleted with the **Clear** button. After entering the full text of the message click on the **Submit** button to send it to the Bank.

- Accounts
- Transaction History
- Statements
- Payment Orders
- Payment Cards
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- Communication with the Bank
  - Cerate New Message
  - Received messages
  - Sent Messages
- Settings
- Guides and Instructions

Create New Message

Subject: Unavailable statements   *

Message: Hello,
I have no statements available for account 12345678 - I ask for their speedy delivery.
Thank you, White   *

* Mandatory details

Clear   Submit

Subsequently, the recapitulation of the message text and the field for its Authorization will be displayed. Authorization is performed in accordance with the part I. of the User Guide. Then click on the **Authorize** button and go to the list of messages. Each User Authorizes the messages separately, even when he/she has set the Multiple or Multi-level Authorization for orders and requests for the Bank.

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A list of all the sent messages will be automatically displayed – see point C. below.

C.   List of messages sent to the Bank

The list of sent messages can be displayed by selecting **Sent messages**. By means of the **Filter** button the selected period for which you wish to view the sent messages can be specified.

In the **Date from** field enter the date from which you want the sent messages to be displayed and, in the **Date by** field, enter the date until which you want to view the sent messages or select these data from the calendar on the right of the field. It is sufficient to fill in only one of the two fields. The entered data can be deleted with the **Default** button. To confirm your selections, click on the **View** button.

By clicking on the message Subject you can view its details.

You can even print details of the sent messages – for this option, click on the **Print** button.

A separate window with a print preview will be opened – to print the sent message, click on the **Print** button. After printing, close the window by means of the cross in the upper right-hand corner.
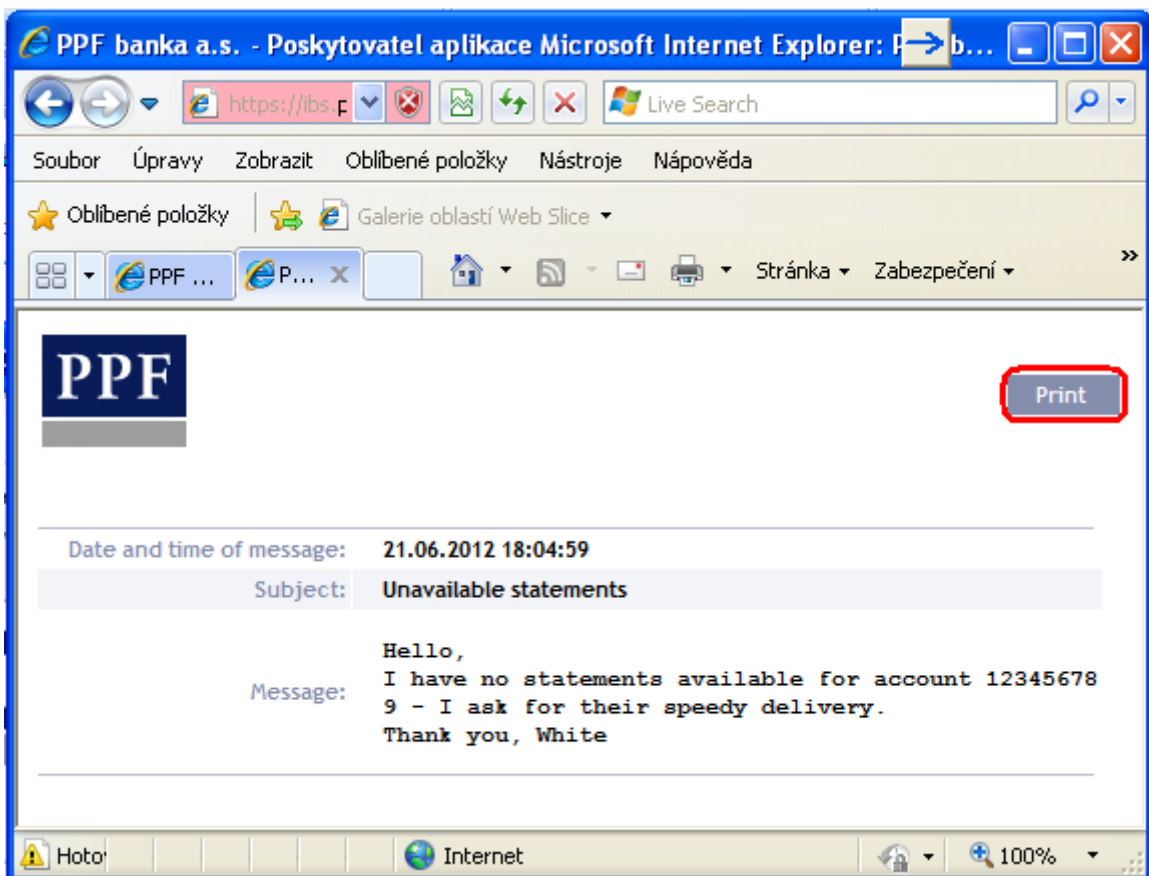
You can also delete a sent message – click on the circle in the first column of the message you want to delete and then click on the **Delete** button in the upper right-hand corner.

After this option, you will be asked whether you really want to delete the selected message; to delete, click on the **Yes** button.

The selected message will be deleted.

III.   Notification about selected events

It is possible to set the sending of a notification about selected events by selecting the option **Notice**.

Notification can be sent via SMS, email or both, or their combinations for various types of notifications. **Sending a notification through SMS is charged according to the Bank's Price List.**

All of the entered notifications are listed in the **Notice List,** always only the notifications set by the User that is signed in.

Notice List

A. Setting up sending of notifications

Setting the contacts and times for sending notifications is possible in the **Notice settings** section:

- In the **Default contact,** indicate your mobile telephone number in international format +NNNNNNNNNNNN or your e-mail address – this data may be changed in the individual notifications.
- In the **Time for sending notice from/to,** you can define the time interval during which notifications are to be sent – by default, there is pre-set sending time from 8:00 till 18:00, and without entering a time interval (ie. after deleting a preset sending time) the notification will be sent immediately after the selected event occurs.
- In the **Do not sent notification from/to,** you can enter specific dates when notifications are not to be sent (e.g. during vacation).

Click on the **Confirm** button to save your basic settings

This setting can be changed at any time.

B. Entering of individual notifications

Enter notifications in the option **Notice List** by pressing **Create New Notice**.
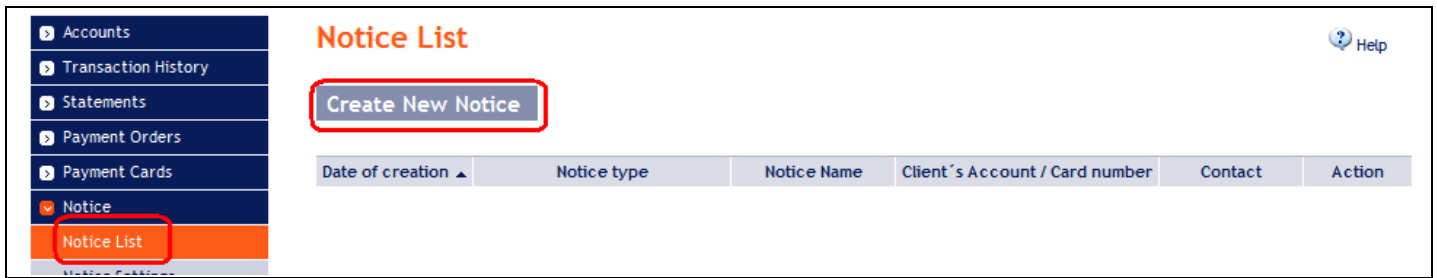
Each type of notification can be entered several times as needed, **but with different parameters** – ie the various contacts (including several different e-mail addresses or mobile numbers), to various accounts, for sending at different times with different parameters, etc.

On the first screen, enter the name of the notification, select the type of notification and type of contact, and the contact data set during the setting of notifications will appear in the **Contact** field. This data can be changed. Then click on **Submit** button – the system will go to the next screen with the possibility of entering the details for the selected type of notification.
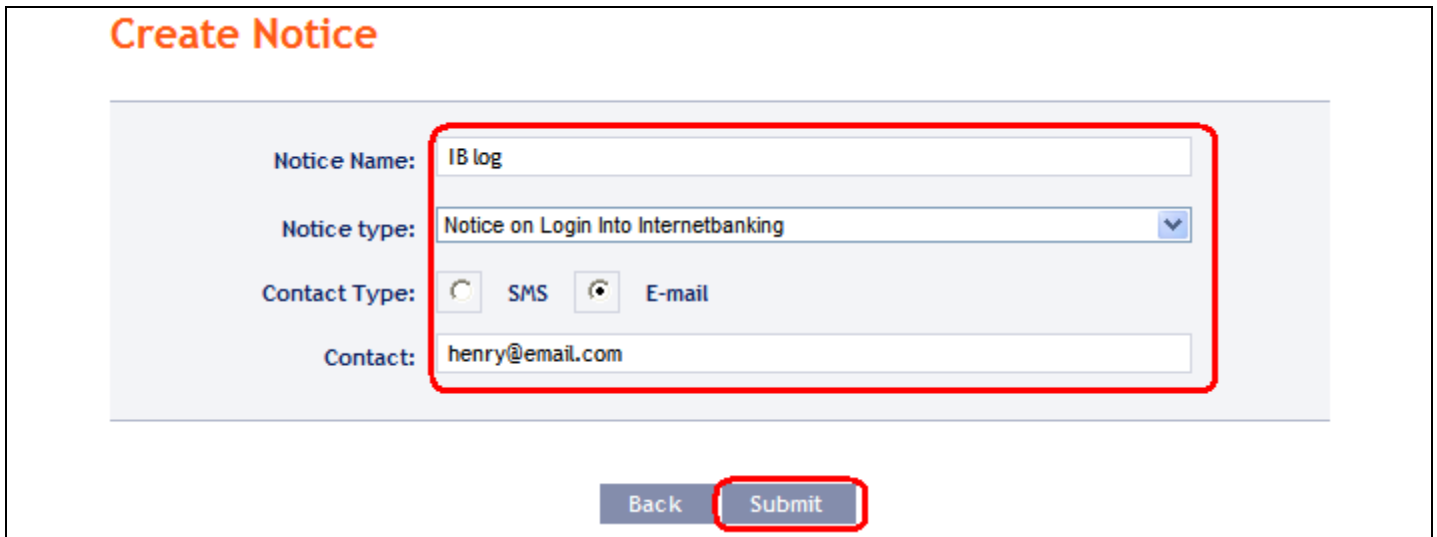
After successful setup IB summarizes the eneterd parameters of notification.
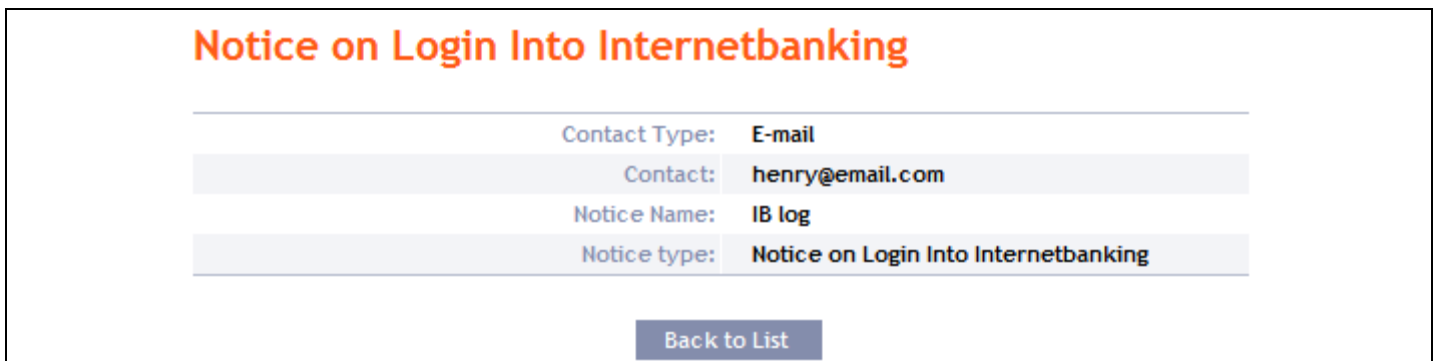
If the notice is entered with exactly the same parameters as has already entered notice the system displays the following information:

> ⚠ Notice with these parameters is already set.

Then it is necessary to adjust the parameters.

The system also checks whether all required parameters are entered and whether the parameters are entered in the correct format. If not, it displays information on incorrect input and it highlights incorrect field or unfilled mandatory fields.

Notice on Account Balance

> ⚠ Date of first dispatch - mandatory parameter
> Time of dispatch - mandatory parameter

Notice Name:	Avail balance
Notice type:	Notice on Account Balance
Contact Type:	SMS
Contact:	+420123456789

Client´s Account:	All Accounts		
Date of first dispatch:	[ ] 📅	Balance type:	Available balance
Time of dispatch:	[ ]	Frequency:	daily

Back   **Submit**

Notice on Account Balance

> ⚠ Time of dispatch - Invalid date format (correct format HH:MM)

Notice Name:	Avail balance
Notice type:	Notice on Account Balance
Contact Type:	SMS
Contact:	+420123456789

Client´s Account:	All Accounts		
Date of first dispatch:	06.08.2012 📅	Balance type:	Available balance
Time of dispatch:	8	Frequency:	daily

Back   **Submit**

Then it is necessary edit the entered parameters or add missing required parameters.

In the case of notification on the account balance, on the change of balance in the account, on the today's turnover and on the settlement of transactions, a specific account for which notification will be created or option **All Accounts** can be chosen in the field **Client's Account**.

Client´s Account: [All Accounts] [▼]

In this case, several separate notice with the same parameters separately for each account will be established.

Notice List

Create New Notice

Date of creation ▲	Notice type	Notice Name	Client´s Account / Card number	Contact	Action
02.08.2012	Notice on Account Balance	Morning balance	30009	+420123456789	🔍 ✏ ✖
02.08.2012	Notice on Account Balance	Morning balance	40003	+420123456789	🔍 ✏ ✖
02.08.2012	Notice on Account Balance	Morning balance	50026	+420123456789	🔍 ✏ ✖
02.08.2012	Notice on Account Balance	Morning balance	57009	+420123456789	🔍 ✏ ✖
02.08.2012	Notice on Account Balance	Morning balance	52005	+420123456789	🔍 ✏ ✖
02.08.2012	Notice on Account Balance	Morning balance	54000	+420123456789	🔍 ✏ ✖
02.08.2012	Notice on Account Balance	Morning balance	50018	+420123456789	🔍 ✏ ✖
02.08.2012	Notice on Account Balance	Morning balance	51002	+420123456789	🔍 ✏ ✖
02.08.2012	Notice on Account Balance	Morning balance	55003	+420123456789	🔍 ✏ ✖
02.08.2012	Notice on Login Into Internetbanking	IB log		henry@email.com	✖

< back | 1 | 2 | next >

1.   Notification on Login Into Internetbanking

This notification will be sent after signing in of the User that set it. All data are already entered on the first screen and this notice is set by clicking on the **Submit** button.

2.   Notification on Certificate validity

A User that signs in to IB using a Certificate can define the sending of notifications about the forthcoming expiry of Certificate validity. This notification will be sent to the user who defined it 1 month before the expiry of the Certificate validity. All data are already entered on the first screen and this notice is set by clicking on the **Submit** button.

3.   Notification on Account Balance

This notification can be sent for the Ledger balance or Available balance. All parameters of this notice are obligatory. This notice is set by clicking on the **Submit** button.

4. Notification on Changes the Balance

This notification can be sent for changes in the Ledger balance and Available balance. All parameters of this notice are obligatory. This notice is set by clicking on the **Submit** button.

5. Notification on Today's Turnover

This notification may be sent after performing incoming, outgoing and all **transactions which are not cleared, but for which the Bank has received information about performance.** The following parameters has to be selected:
- the account for which the notification is to be sent or all accounts,
- the type of payment – incoming, outgoing or all types, and
- the type of transaction – domestic payments, foreign payments, cash operations or all these types of transactions.

Other parameters of this notification are optional. This notice is set by clicking on the **Submit** button.

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6.   Notification on Cleared Transaction

This notification can be sent for clearing incoming, outgoing or all transactions. The following parameters has to be selected:
- the account for which the notification is to be sent or all accounts,
- the type of payment – incoming, outgoing or all types, and
- the type of transaction – domestic payments, foreign payments, card transactions, cash operations, other transactions (this includes fees, interest, etc.) or all these types of transactions.

Other parameters of this notification are optional. This notice is set by clicking on the **Submit** button.

7. Notification on successful card transaction

This notice can be sent for information on Card transactions that have been authorized successfully and will be executed. This requires the selection of the particular Card for which the notice is to be sent; the information on amounts are optional. This notice is set by clicking on the **Submit** button.

8.   Notification on unsuccessful card transaction

This notice can be sent for information on Card transactions that have been rejected and will not be executed – reason for refusal will be specified in the notice. This requires the selection of the particular Card for which the notice is to be sent. This notice is set by clicking on the **Submit** button.

C.   Displaying details, changing and deleting the notice

Any notice may be deleted at any time and for most of the notice specified parameters can be changed. Changing and deleting the notice shall be performed in the choice **Notice List,** where they are one to three icons in the **Action** column, depending on whether you can view the detail of the notice, to change the notice or delete it only.

You start the following actions by clicking on these icons:

Icon	Action Name	Description
	Detail	Displaying notice details.
	Change	Changing the notice – IB displays the parameters of the notification which can be changed.
	Delete	Deleting the notice.

1. Details of notice

Click on the icon Detail to view details of the notice.

IB displays the details of the selected notification. Close the detail by the **Back** button and return to the list of notifications.

2. Changing the notice

Click on the **Change** icon to change the notification.

IB shows only those parameters of selected notice that can be changed. If you want to make a different change which are not enabled in this option, you must delete the notification accorgind section 3. and re-entered it according to Part B.

Change the required parameters and click on the **Submit** button.

After a successful change, IB summarizes the new parameters of notification.

3.   Deleting the notice

Click on the **Delete** icon to delete the notification.

IB shows details of selected notice. Click on the Delete button to delete the notice.

Delete Notice

Notice Name:	**Morning balance**
Client´s Account:	**57009**
Notice type:	**Notice on Account Balance**
Contact Type:	**SMS**
Contact:	**+420123456789**

Back   Delete

IB confirms deleting the notice – click on the **Back to List** button to return to the list of notices.

Delete Notice

Selected notice was deleted

Back to List

IV.   Requests to the Bank

The **Requests** option can be used to send requests to the Bank to change the settings for selected products and services. Requests are divided into two categories:

a) requests available to all Users:
   –   these consist of **requests which do not affect the contractual terms and conditions for products and services**, but which enable Users to request specific settings for their own data,
   –   these requests may be, for example, to change the mobile phone number to which SMS codes are sent, or to generate a new PIN for a Card where the User is the Card Holder etc.;

b) requests available only to selected Users:
   –   these consist of **requests which change the contractual terms and conditions for products and services** – when making these requests the User acts on behalf of the Client in relation to the Bank,
   –   these requests may be, for example, to set up the frequency and the method of sending of account statements, or to block and unblock other Users of the Client etc.,
   –   these requests are available to Users only if the Client has given them express permission in their Rights to enter and Authorise such requests in IB and therefore to act on the Client's behalf.

When this option is selected, a list of the requests which the User has already sent to the Bank automatically appears. **Each User sees only the requests which they have sent — it is not possible to show the requests sent by other Users.**

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The sub-menu shows the range of individual products and services for which the User can send requests to the Bank. This range depends on the settings for each specific User (see above). **If a User has not been authorised to send requests on behalf of the Client, e.g. the *Client* option will not be available, and under the other options the User will have only limited access to particular requests.**

If you cannot find a desired option among the requests, then the change cannot be made via IB. In that case, contact a Place of Business of the Bank.

IB updates the status of requests during their processing so you can have a clear overview of their current status. You can find information about the current status of a request in the initial list.

Requests can have the following statuses:

Abbreviation	Meaning	Description
ACCEPTED	ACCEPTED. Accepted and completed.	The request has been successfully processed and the requested change has been made by the Bank.
PASSED	PASSED. Passed to the Bank.	The request has been received by the Bank for processing.
REJECTED	REJECTED. Rejected by the Bank.	Further processing of the request has been refused by the Bank, and the request will not be performed.
VERIF	VERIF. Verified by the Bank.	The request has been successfully Authorised and passed on for further processing.
WAITEFFECT	WAITEFFECT. Waiting for the Effective Date.	The request is on hold until its Effective Date, when it will be processed.

!!! NOTE !!!

The Bank will start processing a request in its systems only on the Effective Date entered. If a request is therefore made, for example, to issue a Card, you must expect that there will be a certain delay after the Effective Date before you can take receipt of the Card.

A.   Entering requests

1.   Requests relating to Internetbanking

Under this option you can enter two types of requests — relating to **Rights** and **Login Data**. Click on the tab with the desired type of request — a form will open up for entering the data.

a)   Rights

This type of request is available to all Users, with the following conditions:
- all Users can request the blocking or cancellation of their own IB access,
- Users who have express permission from the Client in their Rights to enter and Authorise requests in IB (see above) can also request the blocking, unblocking or cancellation of IB access for any other Users of the Client.

Enter data into the individual fields as follows — **a red asterisk indicates a required field:**

Field	Description
User	In this field, choose the User for whom you wish to make a change. After you choose a User the request form will show the User's current status (Active/Blocked) to the right of the field.
Rights	The User's Rights can be blocked, unlocked or cancelled. **Cancellation of a User's Rights is irreversible — once the request has been processed in the Bank's systems the User's Rights cannot be restored.**
Authorisation Rights Viewing Rights Cards	In the middle section of the request form information is provided about the extent of the User's Rights — click on a selected type of Right to see more detail.
Effective Date	You can enter any date as the Effective Date, including a date that is not a Business Day. **If you keep the current date, all the data in the request form have been correctly completed, and the request successfully passes all the formal checks, your requested change will be made in the Bank's systems immediately.**

If you want to erase all the entered data you can click on the **Default** button.

After entering all the required data, click on the **Continue** button to proceed to the Authorisation of the request. The Authorisation procedure is described in Part I of the User Guide — **requests are always Authorised independently, regardless of the Authorisation Rights which have been set up for Payment Order.**

b) <u>Login Data</u>

This type of request is available to all Users, with the following conditions:
- all Users can request changes to their own Login Data,
- Users who have express permission from the Client in their Rights to enter and Authorise requests in IB (see above) can also request changes to the Login Data of any other Users of the Client.

Enter data into the individual fields as follows — **<u>a red asterisk indicates a required field:</u>**

Field	Description

User	In this field, choose the User for whom you wish to make a change.
	After you choose a User the request form will show the following data:
	• the User's current status (Active/Blocked) to the right of the field — **<u>if you request the generation of Login Data for a blocked User, this will also unblock the User;</u>**
	• below this field, the login method of the User:
	  ○ if the User uses a Certificate or OTP code to log into IB, it is only possible to request the generation of new Login Data;
	  ○ if the User uses an SMS code to log into IB, it is possible to:
	    ▪ generate new IB Login Data,
	    ▪ change the mobile phone number to which SMS codes are sent,
	    ▪ make both of the above requests at the same time.

Method of login	Method of login to the IB of selected User is displayed here.
Mobile phone number	This field will be active only if the User uses an AuthSMSorization code to log into IB — you can enter here a mobile phone number to which new Login Data will be sent via SMS. <u>Mobile phone numbers are to be entered without spaces, either in Czech format (e.g. 123456789) or in international format (e.g. +420123456789).</u> **<u>If a User uses an SMS code to log into IB, this field will show the mobile phone number which is currently used for sending SMS codes to the User — if you overwrite this data, the (new) mobile phone number entered will also be set up as the number for sending SMS codes to.</u>**
New Login Data will be delivered to the User as follows	Choose the method for delivering the new Login Data — if you request them to be sent by mail, you must also provide an address. If you are requesting only a change in the mobile phone number to which SMS codes are sent, in this field keep the option "do not generate — only change the mobile phone number for SMS codes".

Field	Description
Effective Date	The Effective Date must always be a Business Day. The earliest possible Effective Date you can enter is: • the current Business Day, if the request is entered no later than 3.00 p.m. on a Business Day; • the next subsequent Business Day, if the request is entered after 3.00 p.m. on a Business Day or outside Business Days.

If you want to erase all the entered data you can click on the **Default** button.

After entering all the required data, click the **Continue** button to proceed to the Authorisation of the request. The Authorisation procedure is described in Part I of the User Guide — **requests are always Authorised independently, regardless of the Authorisation Rights which have been set up for Payment Orders.**

2. Requests relating to Cards

Under the **Cards** option you can make certain types of changes relating to payment cards ("Cards") using the **Card Administration** request form.

This type of request is available:
- to Users who are also Card Holders — only those Cards where the User is the Card Holder will be displayed,
- to Users who have express permission from the Client in their Rights to enter and Authorise requests in IB (see above) — all Cards issued on the Client's accounts connected to IB will be displayed.

Enter data into the individual fields as follows — **a red asterisk indicates a required field:**

Field	Description
Payment Card	In this field, choose the Card for which you wish to make a change.

Subject of request	In this field, enter the desired change:
	• New PIN:
	   o you can request a new PIN at any time, although at the latest 6 weeks before the expiration date of the Card;
	• Premature Card renewal:
	   o a new Card will be issued with a new validity period. The current PIN will remain valid,
	   o this option can be used, for example, if the Card Holder will not be able to pick up a new Card when it is automatically renewed;
	• Duplicate Card:
	   o a Card will be issued with the same validity period as the existing Card. The current PIN will remain valid,
	   o this option can be used, for example, if a Card has been physically damaged;
	• Cancel automatic Card renewal:
	   o when the Card expires it will not be renewed,
	   o automatic renewal can be cancelled at the latest 10 days before the beginning of the month in which the Card will expire.
	The options "Premature Card renewal" and "Duplicate Card" cannot both be selected at the same time. The other changes can be requested in any desired combination.

Card/PIN will be delivered to the Card Holder as follows	Choose the method for delivering the PIN and/or Card — if you request a PIN and/or Card to be sent by mail, you must also provide an address. If you are requesting only the cancellation of automatic Card renewal, in this field keep the option "do not send — cancellation of automatic Card renewal".
Effective Date	The Effective Date must always be a Business Day. The earliest possible Effective Date you can enter is the next subsequent Business Day. **The Bank will start processing a request in its systems only on the Effective Date entered. If you are requesting for a new PIN and/or Card to be issued, you must expect that there will be a certain delay before you can pick them up.**

If you want to erase all the entered data you can click on the **Default** button.

After entering all the required data, click the **Continue** button to proceed to the Authorisation of the request. The Authorisation procedure is described in Part I of the User Guide — **requests are always Authorised independently, regardless of the Authorisation Rights which have been set up for Payment Orders.**

3. Requests relating to the Client

The *Client* option is available to Users only if the Client has given them express permission in their Rights to enter and Authorise requests in IB.

Under this option you can enter two types of requests — relating to **Statements** and **Delivery addresses**. Click on the tab with the desired type of request — a form will open up for entering the data.

a) Statements

It is not currently possible to set up all the options for generating and sending statements in this request form. If you cannot find a particular option here, contact a Place of Business of the Bank.

Enter data into the individual fields as follows — **a red asterisk indicates a required field:**

Field	Description
Account / Framework Agreement	Choose whether you wish to change the settings for all the accounts covered by a Framework Agreement (if this option is chosen, the name of the Client for which the User has Rights to enter and Authorise requests is automatically entered), or only for a selected account.
Current statement settings	Choose whether you want to add to the current statement settings or replace them with newly entered data.
Frequency	Choose the frequency for generating and delivering statements.
ELECTRONIC STATEMENTS In this box you can select options for the delivery of electronic statements. Choose either "By email" or "Via HB". If you wish to request both options, or require more options for the "By email" choice, click on "+ Add more" below this box. If you do not want electronic statements to be delivered at all, you can remove this box using the cross "X" in its upper right corner.	

By email	Enter the following information here:
	 • Method of delivery — choose a delivery method;
	 • PIN:
	    o this field is activated only if you have chosen "Secure with PIN" as the delivery method.
	    o **This PIN must always consist of exactly 6 digits;**
	 • Email:
	    o enter the email address to which you want statements to be sent,
	    o if you want statements to be sent to several email addresses, add additional rows using the "plus" button on the right of this field.

Via HB	**This choice is possible only if you also use Homebanking — IB does not check on this.** Choose the method for transferring statements to Homebanking: • "PDF in HB" — the Bank will generate and send statements to HB, • "Daily in HB" — the User will generate statements directly in HB.
PRINTED STATEMENTS In this box you can select options for how you will receive printed statements. Choose either "In person" or "By mail". If you wish to request both options, or require more options for each choice, click on "+ Add more" below this box. If you do not want to receive printed statements at all, you can remove this box using the cross "X" in its upper right corner.	

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Field	Description
In person	Choose a Place of Business of the Bank at which you will pick up your statements.
By mail	Enter the address to which statements are to be sent.
Effective Date	The Effective Date must always be a Business Day. The earliest possible Effective Date you can enter is the next subsequent Business Day.

If you want to erase all the entered data you can click on the **Default** button.

After entering all the required data, click the **Continue** button to proceed to the Authorisation of the request. The Authorisation procedure is described in Part I of the User Guide — **requests are always Authorised independently, regardless of the Authorisation Rights which have been set up for Payment Orders.**

b) Delivery addresses

Enter data into the individual fields as follows — **a red asterisk indicates a required field:**

Field	Description
Client	This field automatically shows the name of the Client for which the User has Rights to enter and Authorise requests.
Current delivery addresses	Choose whether you want to add an additional address to the current delivery addresses or to replace them with the newly entered data.
EMAIL ADDRESS Email	Email addresses can be entered here. If you want to enter several email addresses, click on "+ Add more" below this box, or add another row using the "plus" button to the right of this field. If you do not want to enter any email addresses, you can remove this box using the cross "X" in its upper right corner.
POSTAL ADDRESS	Addresses for the delivery of printed materials can be entered here. If you wish to enter several addresses, click on "+ Add more" below this box. If you do not want to enter any postal address, you can remove this box using the cross "X" in its upper right corner.
Effective Date	The Effective Date must always be a Business Day. The earliest possible Effective Date you can enter is the next subsequent Business Day.

If you want to erase all the entered data you can click on the **Default** button.

After entering all the required data, click the **Continue** button to proceed to the Authorisation of the request. The Authorisation procedure is described in Part I of the User Guide — **requests are always Authorised independently, regardless of the Authorisation Rights which have been set up for Payment Orders.**

B.   Displaying your sent requests

Sent requests are displayed automatically when you click on the **Requests** option. If you wish to display requests according to selected criteria, click on the **Filter** button in the upper right corner of the screen.

After clicking on this button a box will appear with fields for you to enter your required criteria for displaying sent requests.

In order to display filtered requests you must at least enter some data or select a choice in the **Period** field (the default option **Last month** is selected automatically):

Field	Description
Period	This is automatically preset as **Last month**. The options are: • Today — displays requests sent on the current Business Day; • Last week — displays requests sent during the last calendar week; • Current month — displays requests sent during the current calendar month; • Last month — displays requests sent during the one month period preceding the date of display (e.g. from 19. 4. 2012 to 19. 5. 2012); • Choose a different period — this option allows you to enter a different period for which you wish to display sent requests; requests sent during the selected period will be displayed.
From — To	Here you can enter the period for which you wish to display sent requests.
Product / Service	You can select a particular product or service to which the displayed requests relate.
Request type	You can select a specific type of request.
Status	You can choose to filter by the status of requests (see the introduction to Chapter IV).

If you make a mistake, you can erase all the data entered so far using the **Default** button, or you can return to the initial **List of requests** screen using the **Back** button. After completing all of the required criteria, click on the **Display** button.

The system first shows a summary of the filter criteria which you have entered. It then displays all the requests matching your criteria. **These selected requests will remain displayed for as long as the User is logged in, unless the filter criteria are changed or deleted.**

You can change your selected criteria by clicking on the **Filter** button at the top of the screen. If you click on the **Delete filter** button, a complete list of all your sent requests will be displayed once again. The displayed data can also be printed using the **Print** button — printing is performed in the same way as described in Chapter II, section C. Clicking on the **Detail** icon will display detailed information for the selected request.

The **Back to list** button will take you back to the initial **List of requests** screen. The displayed data can also be printed using the **Print** button — printing is performed in the same way as described in Chapter II, section C.