

# Instructions

## on notifications and two-factor authentication in the Raiffeisen Business Online system



**Raiffeisen Business Online support  
service**

(Mon-Fri 8:00-22:00, Sat-Sun 8:00-20:00)

[clientbank.support@raiffeisen.ua](mailto:clientbank.support@raiffeisen.ua)

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**0 800 505 770**

**0 800 400 470**

**+ 38 (044) 495 41 40**

(in Kyiv and from abroad)

**Calls from abroad**

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**+38 (044) 230 99 98**

(acc. to tariffs of provider)

**Support service for foreign  
currency transactions**

(Mon-Fri 9:00-18:00)

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**0 800 400 425**

**0 800 500 025**

**+38 (044) 299 10 99**

(in Kyiv and from abroad)

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## 1. Notifications

The Raiffeisen Business Online (RBO) system offers the following types of notifications:

- security notifications – used for additional confirmation of actions/operations in the system (two-factor authentication),
- service notifications – provide information about account transactions and updates on the status of operations/requests.

**Notifications can only be configured in the Internet version of the system.**

Depending on the type, a notification may be sent via Viber/SMS, to an email address, or as a message within the RBO system.

### 1.1. Security notifications – notifications for additional confirmation of actions and operations in the RBO

Configuration and activation of these types of notifications are available exclusively to the Client/Manager with signing rights, signature level No. 1, and management rights.

Signers with signature levels No. 2, 3, ..., 8 cannot independently activate these types of notifications. Only a user with management rights can configure and activate notifications for such signers.

Disabling a notification or changing the mobile phone number for these types of notifications is only possible through a personal request by the Manager to the Raiffeisen Business Online technical support service.

Activated notifications of these types apply to both the web version of the system and the mobile application.

Type	Details
<b>Login confirmation</b>	After configuring and enabling the notification, to log in to the system (in addition to the key and password), a one-time numeric password must be entered in a special field. This password will be sent to the mobile phone number specified during the setup of this notification type.
<b>Document confirmation</b> <i>(payments in national currency)</i>	After configuring and enabling the notification, once a payment in national currency is created and signed, it will remain in the "NEW" tab with the status <b>REQUIRES CONFIRMATION</b> . <ul style="list-style-type: none"> <li>▪ After clicking the <b>CONFIRM</b> button, a one-time numeric password must be entered in a special field. This password will be sent to the mobile phone number specified during setup;</li> <li>▪ If multiple payments are signed at once, one confirmation is required for the group;</li> <li>▪ During setup, a minimum payment amount must be specified, above which the system will request confirmation each time.</li> </ul>
<b>About ES key activation</b>	After configuring and enabling the notification, the following will occur: <ul style="list-style-type: none"> <li>a) each time the enhanced electronic signature key (Bank key) is reissued,</li> <li>b) each time a new electronic signature key is activated,</li> </ul> a corresponding informational message will be sent to the mobile phone number specified during the setup of this notification type.

<b>Login notification</b>	After configuring and enabling the notification, a corresponding informational message will be sent to the mobile phone number specified during the setup of this notification type.
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## 1.2. Service notifications

Configuration, activation and deactivation of these types of notifications are available to all company employees individually or by a user with management rights on behalf of other employees.

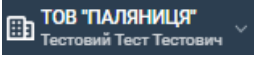
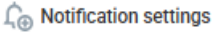
Type	Details	Configuration options	Viber/sms	e-mail	Letter in RBO
<b>Incoming bank documents</b>	notification about the receipt of: - incoming letter, - payment request, - specification of requisites request	each type of notification is configured separately	ukr, eng, translit <sup>1</sup>	ukr, eng	<b>NO</b>
<b>Current account balance</b>	notification about the balance of a specified account sent daily at a user-defined time	configured separately for each account with time selection	ukr, eng, translit	ukr, eng	<b>NO</b>
<b>Short account statement formation</b>	notification about the balance of a specified account sent daily at a user-defined time	configured separately for each account: a) operation type: all operations / debit / credit b) period: current day / previous day c) time of notification - formation time	<b>NO</b>	ukr, eng	<b>NO</b>
<b>Document rejection</b>	notification about the rejection of a document: - payment instruction in UAH, - foreign currency payment order, - currency purchase application, - currency sell application, - currency convert application, - letter, - application for document transfer (FC applications)	Configured separately for each document type	ukr, eng, translit	ukr, eng	<b>NO</b>
<b>Account cash flow</b>	notification about account transactions	Configured separately for each account: a) operation type: all operations / debit / credit b) minimum transaction amount in account currency	ukr, eng, translit	ukr, eng	<b>NO</b>
<b>SWIFT: payment confirmation</b>	notification in SWIFT pacs.008 format	For each current account, the notification is configured separately. A SWIFT pacs.008 format notification can be sent: ✓ for the day: archive with separate files and/or ✓ as the payment is sent (as a separate file)	<b>NO</b>	ukr, eng	ukr, eng

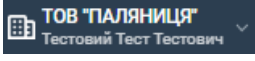


<sup>1</sup> **Translit** - Transliteration (Ukrainian text written using Latin alphabet)

<b>SWIFT:</b> payment status	notification about the payment status	Configured separately for each current account. The system sends updates when: ✓ sent from the bank («Sent to SWIFT»), and/or ✓ credited to the beneficiary account («Done»)	<b>NO</b>	ukr, eng	<b>NO</b>
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## 2. Notification setup and activation

### 2.1. Viewing configured notifications

To view information about configured notifications in the upper-right corner of the workspace click the icon  and select the appropriate option from the dropdown list .

To view notifications configured for company employees, click the icon in the upper-right corner of the workspace , go to the relevant section . Open the profile card of the desired employee and open the **"Notifications"** tab .

A list of the user's notifications will be displayed on the screen, where you can view information about existing notifications, and configure new ones.

Homepage > Notifications

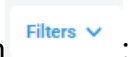
### Notifications NEW NOTIFICATION

Filters ^

Search  State  Sending method  APPLY Filter Close

Notification Name	State	Sending method	Number/Address	Account	Document type	
<input type="checkbox"/> Document confirmation	On	Viber/Sms	+380971234567	-	-	
<input type="checkbox"/> Login confirmation	Off	Viber/Sms	+380971234567	-	-	
<input type="checkbox"/> About ES key activation	On	Viber/Sms	+380971234567	-	-	
<input type="checkbox"/> Login notification	Off	Viber/Sms	+380971234567	-	-	
<input type="checkbox"/> Of account cash flow	On	Viber/Sms	+380971234567	UA13300335000000026005773727	-	
<input type="checkbox"/> Of document rejection	On	E-mail	e-mail@mail.ua	-	Payment instruction in UAH	
<input type="checkbox"/> Of document rejection	On	Viber/Sms	+380971234567	-	Currency purchase application	
<input type="checkbox"/> Of incoming Bank documents	On	E-mail	e-mail@mail.ua	-	Incoming letter	

### 2.2. Search

To simplify the search process, several filters are available via the **Search** function :

Search

- **Keyword search**  - manually enter all or part of the following values: notification name, account number, email address, or phone number;

- **Search by notification status**  - select a status from the dropdown list

State

Select value

State

On

Off

- **Search by sending method**  - select a status from the dropdown list

Sending method

Select value

Sending method

Viber/Sms

E-mail

By letter to Raiffeisen Business Online

- **Advanced search** – click the button , fill in the form that appears, and click the button again . The following criteria are available for advanced search:
  - State - select from the dropdown list. You can choose "on" and/or "off".
  - Sending method - select from the dropdown list. You can choose "viber/sms", and/or "e-mail", and/or "By letter to Raiffeisen Business Online".
  - Account number - select from the dropdown list. You can choose all or several.
  - Phone number - manually enter the required phone number.
  - Email - manually enter the required email address.
  - Document type – select one or more document types available for configuration in the "Document rejection" and "Incoming bank documents" notification types.

**Advanced filter** ✕

State

Select value

Sending method

Select value

Account number

Select value

Phone number

Enter a value to search

Email

Enter a value to search

Document type

Select value

To apply the filter, configure the desired criteria and click the **Apply** button .

To cancel filtering, click the **Cancel** button .

To reset the search parameters and select new ones, click the **Reset** button .

### 2.3. Actions with service notifications

- **Configure a new notification.** Click the button NEW NOTIFICATION. In the window that opens, select the type of notification you want to configure:

After selecting the notification type, additional fields will appear that must be filled in. The set of additional fields depends on the selected notification type.

#### Available notification types:

- **Document rejection:**

- Document type – select one of the available options from the dropdown list:

Specifically

Select value

Select value

Payment instruction in UAH

Foreign currency payment order

Currency purchase application

Currency sell application

Currency convert application

Letter

Application for documents transfer

- Notification sending method – check the box next to:

- ✓ viber/sms (add phone number and language of the notification), and/or
- ✓ e-mail (add e-mail address, language of the notification, and additional parameters to be included in the e-mail).

#### The document rejection notification contains the following information:

Document type	Viber/sms	e-mail
Payments and FX applications (sell, buy, convert)	<ul style="list-style-type: none"> <li>- document type,</li> <li>- document number,</li> <li>- amount and currency,</li> <li>- debit account,</li> <li>- counterparty name (for payments),</li> <li>- date and time of rejection.</li> </ul>	<ul style="list-style-type: none"> <li>- document type,</li> <li>- document number,</li> <li>- document date,</li> <li>- amount and currency,</li> <li>- debit account,</li> <li>- payer name,</li> <li>- counterparty name (for payments),</li> <li>- reason for rejection,</li> <li>- date and time of rejection.</li> </ul>
letters	<ul style="list-style-type: none"> <li>- letter number,</li> <li>- subject,</li> </ul>	<ul style="list-style-type: none"> <li>- letter number,</li> <li>- creation date,</li> </ul>

	- date and time of rejection.	- subject, - reason for rejection, - date and time of rejection.
FX document transfer applications	- application name, - date and time of rejection.	- application name, - application date, - reason for rejection, - date and time of rejection.

▪ **Short account statement formation:**

- Account number - select from the dropdown list. Only one account can be selected. A separate notification is created for each account;
- Operation type - select one of the following from the dropdown list: All operations, Debit, Credit;
- Formation time - manually enter the hours and minutes when the notification should be sent;
- Form for - select a value from the dropdown list. Available options: Previous day (includes transactions from 00:00 to 23:59 of the previous day), or Current day (includes transactions from 00:00 to the time of statement generation on the current day);
- Notification sending method – check the box next to:
  - ✓ e-mail (add e-mail address, language of the notification, and additional parameters to be included in the e-mail).

The screenshot shows a 'New notification' dialog box. The 'Inform me about' dropdown is set to 'Short account statement formation'. The 'Account number' dropdown is set to 'Select value'. The 'Inform me about operations' dropdown is set to 'Select value'. The 'Formation time' is set to '09:00' and the 'Form for' dropdown is set to 'Select value'. Under 'SEND NOTIFICATION VIA:', the 'E-mail' checkbox is checked. There are 'CANCEL' and 'SAVE' buttons at the bottom.

**The short account statement e-mail notification includes the following information:**

- account number and currency,
- client name,
- statement date,
- incoming and outgoing balance,
- operation date,
- operation amount,
- counterparty name,
- counterparty account number.

▪ **Current account balance:**

- Account number - select from the dropdown list. Only one account can be selected. A separate notification is created for each account;
- Formation time - manually enter the hours and minutes when the notification should be sent;
- Notification sending method - check the box next to:
  - ✓ Viber/sms (add phone number and language of the notification), and/or
  - ✓ e-mail (add email address, language of the notification, and additional parameters to be included in the email).

The screenshot shows a 'New notification' dialog box. The 'Inform me about' dropdown is set to 'Current account balance'. The 'Account number' dropdown is set to 'Select value'. The 'Formation time' is set to '09:00'. Under 'SEND NOTIFICATION VIA:', the 'Viber/Sms' and 'E-mail' checkboxes are both checked. There are 'CANCEL' and 'SAVE' buttons at the bottom.

**The current account balance notification includes the following information:**

Viber/sms	e-mail
<ul style="list-style-type: none"> <li>- account number,</li> <li>- balance amount and currency,</li> <li>- company name.</li> </ul>	<ul style="list-style-type: none"> <li>- IBAN,</li> <li>- balance amount and currency,</li> <li>- balance date and time,</li> <li>- company name,</li> <li>- account type.</li> </ul>

**Account cash flow:**

- Account number – select the required account from the dropdown list. Only one account can be selected. A separate notification is created for each account;
- Operation type – select from the dropdown list: Debit, Credit or All operations;
- Amount higher – manually enter the minimum transaction amount in the currency of the selected account;
- Notification sending method - check the box next to:
  - ✓ Viber/sms (add phone number and language of the notification), and/or
  - ✓ e-mail (add e-mail address, language of the notification, and additional parameters to be included in the e-mail).

Additional e-mail parameters may include: client name, document date, counterparty name, counterparty account number, document number, payment purpose.

**The account cash flow notification includes the following information:**

Viber/sms	e-mail
<ul style="list-style-type: none"> <li>- account number,</li> <li>- operation amount and currency,</li> <li>- operation type (debit/credit),</li> <li>- counterparty name,</li> <li>- account balance after the transaction,</li> <li>- company name (for Viber),</li> <li>- payment purpose (for Viber).</li> </ul>	<ul style="list-style-type: none"> <li>- IBAN,</li> <li>- operation amount and currency,</li> <li>- account balance after the transaction,</li> <li>- operation type (debit/credit),</li> <li>- operation date and time,</li> <li>- company name,</li> <li>- counterparty name,</li> <li>- counterparty account number,</li> <li>- document date,</li> <li>- document number,</li> <li>- payment purpose.</li> </ul>

▪ **Incoming Bank documents:**

- Document type - select one of the available options from the dropdown list:

Specifically

Select value

Select value

Incoming letter

Payment request

Specification of requisites request

- Notification sending method - check the box next to:
  - ✓ Viber/sms (add phone number and language of the notification), and/or
  - ✓ e-mail (add e-mail address and language of the notification).

**The incoming bank document notification includes the following information:**

Document type	Viber/sms	e-mail
Incoming letter	- letter subject, - date and time of receipt.	- letter subject, - date and time of receipt, - recipient company name.
Payment request/specification of requisites request	- document type, - date and time of receipt, - counterparty name (for Viber), - document number (for Viber), - amount and currency (for Viber).	- document type, - date and time of receipt, - counterparty name, - document number, - amount and currency.

▪ **SWIFT: payment confirmation:**

- Account number – select the required account from the dropdown list. Only one account can be selected. A separate notification is created for each account;
- To send (payment processing details) – check the box next to:
  - ✓ «For the day: archive with separate files», and/or
  - ✓ «As the payment is sent (as a separate file)»;
- Notification sending method - check the box next to:
  - ✓ e-mail (add e-mail address and language of the notification), and/or
  - ✓ by letter to Raiffeisen Business Online (add language of the notification).

**The SWIFT payment dispatch confirmation notification includes the following information:**

- an attachment with the printed SWIFT pacs.008 message containing the bank’s stamp facsimile, or an archive of such messages (if the “For the day: archive with separate files” option is selected),
- operation date,
- operation amount and currency,
- counterparty name.

▪ **SWIFT: payment status:**

- Account number – select the desired account from the dropdown list. Only one account can be selected. A separate notification is created for each account;
- Payment processing details – check the box next to:
  - ✓ «Sent from the bank», and/or
  - ✓ «Credited to the beneficiary account»;
- Notification sending method - check the box next to:
  - ✓ «e-mail» (additionally specify the email address and the language of the notification).

**The payment status notification message for transfers outside the bank contains the following information:**

- operation date,
- operation amount and currency,
- counterparty name,
- status.


- **Edit** - click the button next to the notification and select Edit action from the dropdown list.
- **Turn off** - click the button next to the notification and select the "Turn off" action from the dropdown list. This action is available for notifications with the "On" status.
- **Turn on** - click the button next to the notification and select the "Turn off" action from the dropdown list. This action is available for notifications with the "Off" status.
- **Delete** - to delete a notification. Click the button and select the "Delete" action from the dropdown list. Then confirm the deletion by clicking the confirmation button .

**2.4. Viewing a configured notification**

To view detailed information about a notification, click on the desired notification row. As a result, the "Details" tab will open.

Depending on the notification status, the following actions are available:

- **Edit.** Click the button and select the "Edit" action Edit from the dropdown list.
- **Turn off.** Click the button . This action is available for notifications with the "On" status.
- **Delete.** Click the button and select the "Delete" action from the dropdown list. Then confirm the deletion by clicking the confirmation button .

- **Turn on.** Click the button  . This action is available for notifications with the "Off" status.

**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)

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