

1. How to make a Payment Order in the national currency?

To make a Payment Order in Lei, you should proceed as follows:

- 1.1. Click on "Payment Order in Lei" option in the "Create documents" space in the left side of the screen (see below)

The screenshot shows the Victoriabank web client interface in a Windows Internet Explorer browser. The address bar shows the URL: https://client.dotbank.md/BOL.WebClient/default.aspx. The page title is "Home page - Windows Internet Explorer". The browser's address bar contains the URL and a search box with "Google". The page header features the Victoriabank logo and the text "PRIMA BANCĂ DIN MOLDOVA Internet-Client". The main navigation bar includes "Contacts", "News", "Feedback", "Guide", and "Sign out". The user is logged in as "Mr VEACESLAV BORDENIUC".

The main content area is divided into several sections:

- Create documents:** A menu with options: "Payment Order for lei", "Foreign payment order", "Currency Exchange Query", and "Import payments from file".
- Account statements:** A list of statements: "2224826108/MDL", "2224826108/USD", and "2224826108/EUR".
- My Documents: No messages:** A section with a "Document Queue" link.
- PRIMA BANCĂ DIN MOLDOVA – Primul Pas spre Succes:** A section with a heading and a paragraph: "VICTORIABANK este Prima Bancă Comercială din Moldova care a pus bazele procesului de dezvoltare a unui sistem bancar în Moldova încă din **22 decembrie 1989!**". Below this is a bulleted list of achievements and a section titled "Echipa noastră" (Our team) with a paragraph and a bulleted list of team characteristics.
- Official Exchange Rates MDL:** A table showing exchange rates for USD (10.3023), EUR (13.9497), RUB (0.3928), RON (3.6696), and UAH (1.9549).
- Currency rates NBM:** A section with a link to "Currency Rates NBM".
- Options:** A section with links for "Change Password" and "Import user certificates".

The footer of the page includes the text "Suntem mai aproape de voi" (We are closer to you) and a "Done" button.

- 1.2. Fill in the form that appears in a new window with required information as follows:

- a) Enter in the "Order number" space the number of the document;
- b) Enter in the "Amount" space the amount of money which will be transferred;
- c) Enter in the "Date of document" space the date when the Payment Order has been issued;
- d) Enter in the "Date of payment" space the date when the Payment Order has been paid;
- e) Select from the "Transaction Code" drop-down box the transaction code:
 - 001 – for ordinary transfers
 - 101 – for budgetary transfers

Ordinary Payment Order in Lei

PaymentOrder_Edit - Windows Internet Explorer
https://client.dotbank.md/BOL.WebClient/editforms/financial/2006/PaymentOrder_Edit.aspx?FormID=854

Copiază | Select template | Save template | Signatures | History | Help

Payment order

Order nr.: Order date: Trans. code:
Amount: Executed: Priority:

Debit:

MFO: Bank name:
Account: Account name:
Fiscal code:

Credit:

MFO: Bank name:
Account: Account name:
Fiscal code:
VAT(%):

Destination:

Budgetary Payment Order in Lei

PaymentOrder_Edit - Windows Internet Explorer
https://client.dotbank.md/BOL.WebClient/editforms/financial/2006/PaymentOrder_Edit.aspx?FormID=854

Copiază | Select template | Save template | Signatures | History | Help

Payment order

Order nr.: Order date: Trans. code:
Amount: Executed: Priority:


Debit:

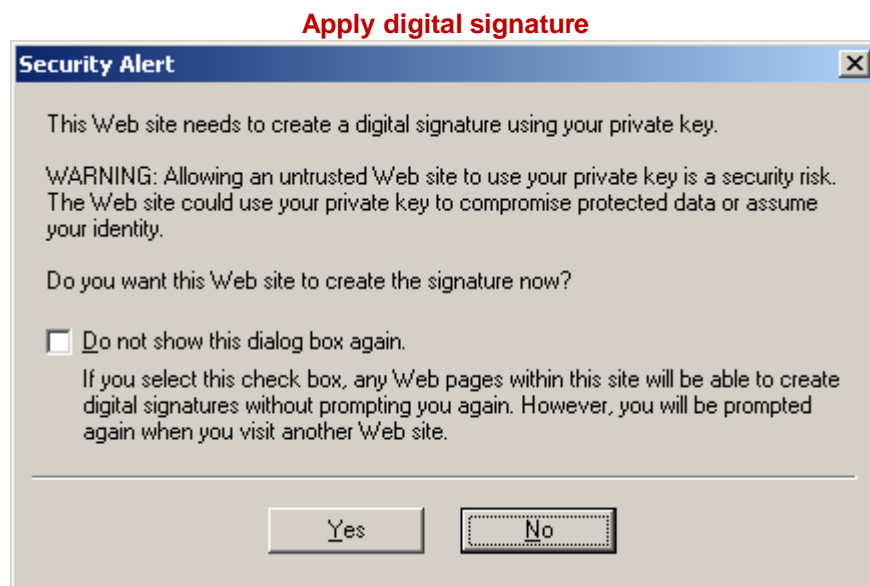
MFO: Bank name:
Account: Account name:
Fiscal code:
Subdivision:


Credit:

MFO: Bank name:
Account: Account name:
Fiscal code:
Treasury: Name:
VAT(%):

Destination:

- f) In the "Type of transfer" space please select whether the transfer should be "Normal" or "Express", if necessary;
 - g) In the "Beneficiary" space, fill in the data of the beneficiary. The Code of the Beneficiary bank can be entered either in full or just the last three numbers (for example 319)
 - h) In case of a Payment Order initiated to the budget and related to the activity of proper subdivisions, enter the 4-symbol code of the payee subdivision in the "Code of subdivision" space;
 - i) In the "Purpose of Payment" space please specify what the payment is made for. After filling in the "Purpose of Payment", when it is necessary to calculate and enter the VAT amount, click the "Include VAT" button. You can modify the VAT rate, if necessary.
- 1.3. After having filled in all the compulsory fields, click the "Create" button. The system will confirm by a message in the upper left ( [Creat cu succes](#)) that the Payment Order has been successfully created. If you fail to fill in all the compulsory fields, the Payment Order will not be created and the system will inform you by a message, accordingly.
- 1.4. If you are entitled to sign the Payment Order, you can do it by clicking the "Sign" button. To add a digital signature, click the "Yes" button.



- A message in the upper left of the column ( [SIGN_SUCCESS](#)) will inform you that the digital signature has been applied. If you fail to perform the process correctly, the digital signature will not be applied and the system will inform of that by displaying a proper message.
- 1.5. Click the "Print" button to print out the Payment Order and specify the number of needed copies.

2. How to make a Payment Order in foreign currency?

To make a Payment Order in foreign currency, you need to:

- 2.1. Click on the "Payment Order in foreign currency" option in the "Create document" space in the left side of the screen (see below)

Home page - Windows Internet Explorer

https://client.dotbank.md/BOL.WebClient/default.aspx

Home page

VICTORIABANK
PRIMA BANCA DIN MOLDOVA
Internet-Client

Welcome Mr VEACESLAV BORDENIUC

Contacts | News | Feedback | Guide | Sign out

Create documents

- Payment Order for lei
- Foreign payment order
- Currency Exchange Query
- Import payments from file

Account statements:

- 2224826108/MDL
- 2224826108/USD
- 2224826108/EUR

My Documents: No messages

- Document Queue

PRIMA BANCA DIN MOLDOVA - Primul Pas spre Succes

VICTORIABANK este Prima Bancă Comercială din Moldova care a pus bazele procesului de dezvoltare a unui sistem bancar în Moldova încă din **22 decembrie 1989!**

- Victoriabank este liderul implementării noilor tehnologii, fiind Prima Bancă care a operat cu carduri bancare, fiind Prima care a adus bancomatele în Moldova, pe lângă celelalte produse și servicii inovative încă neimplementate până atunci. Toate acestea ne fac să fim cu **un pas înaintea celorlalți concurenți!**
- Victoriabank știe ce vă doriți pentru că vă solicită părerea prin intermediul feedback-ului tehnologic!
- Victoriabank știe cum să vă îndeplinească dorințele – și asta o confirmă ritmul de atragere al clienților, iar ca rezultat – **noi suntem primii!**
- Victoriabank – un brand cu renume la nivel național și internațional!

Echipea noastră

- Echipea Victoriabank are în componența sa oameni puternici, profesioniști, dinamici și perseverenți în ceea ce fac, drept dovadă servind indicatorul de eficiență ROE, conform căruia suntem primii în sistemul bancar!
- Suntem orientați spre a aduce pe piața bancară din Moldova noi produse și servicii special concepute după nevoile Dvs.
- Suntem pregătiți mereu să vă consultăm și să vă deservim!

Official Exchange Rates MDL

- USD 10.3023
- EUR 13.9497
- RUB 0.3928
- RON 3.6696
- UAH 1.9549

Currency rates IBM

- Currency Rates IBM

Options

- Change Password
- Import user certificates

Done

2.2.Fill the needed data in the form which appeared in the new window as indicated below:

Payment Order in foreign currency (part 1)

Document - Windows Internet Explorer

https://client.dotbank.md/BOL.WebClient/editforms/financial/Swift103Export.aspx?FormID=443

Copy | Select template | Save template | Signatures | History | Help

Foreign payment order 70

General Info :

Order nr.: Executed date:

32A Amount: Currency:

50. Payer :

COD:

Bank name:

Account/Balance/Preliminary:

Account name: Fisc. code:

50K Ordering customer:

57. Receptient Bank:

BIC:

Banc code:

Bank name:

Party Identifier:

Receptient bank info:

56A. Additional Info :

59. Recipient :

Done

Payment Order (part 2))

Document - Windows Internet Explorer
https://client.dotbank.md/BOL.WebClient/editforms/financial/Swift103Export.aspx?FormID=443

50K Ordering customer: ICS 'QSYSTEMS' SRL
MOLDOVA CHISINAU MAIOR PETRU 7

57. Recipient Bank:

BIC

Banc code: IRVTUS3NXXX

Bank name: BANK OF NEW YORK, NEW Y

Party Identifier:

Recipient bank info:

56A. Additional Info : +/-

56A Intermediary Institution:

BIC:

Bank name:

Party Identifier:

Recipient Info:

59. Recipient :

Receiver account: 120456789A

Beneficiary customer: CLIENT

70 Remittance information:

71A Details of charges: OUR

Create Close

Done Internet 100%

- a) Enter number of the document in the "Order number" box;
- b) Enter the amount of money to be transferred in the "32A Amount" field. The letters-code of the currency will appear automatically and it will correspond to the numeric code of the respective currency;
- c) In the "Date executed" field enter the date when the Payment Order was made;
- d) In the "57 Beneficiary Bank" field enter the data of the beneficiary bank. Choose "BIC" option, and insert below the SWIFT code of the beneficiary bank, which will automatically display the full name of the beneficiary bank in field 2. Field 3 will be optionally filled in and it is necessary to insert the correspondent account of the beneficiary bank in an intermediary bank. Filling this field starts with "/" symbol.
If the "BIC" code is unknown to you or under certain requirements this code is prohibited (as in cases of transfers in Russian Rubles, Hrivna, Belorussian Rubles), then choose the "Name & Address" option and insert the full name of the intermediary bank in the first field on the right. Field 2 is optional and the correspondent account of the beneficiary bank in an intermediary bank is entered. Filling this field in should start with the "/" symbol. On transfers in Russian Ruble, Hrivna of Belorussian Ruble, filling in of field 2 is compulsory.
- e) In the "56A Additional Info" field insert data of the intermediary bank. Choose "BIC" option, and fill the SWIFT code of the intermediary bank below, which will automatically display the full name of the intermediary bank in Field 2. Field 3 should be left empty and it is for special situations only.
If the "BIC" code is unknown to you or under certain requirements this code is prohibited (as in cases of transfers in Russian Rubles, Hrivna, Belorussian Rubles), then choose "Name & Address" option and enter the full name of the intermediary bank in the first field on the right. Field 2 need to be filled in only on transfers in Russian Ruble, it is an optional field, but it is recommended to enter the name of the intermediary bank, especially when the beneficiary bank is a less known one.
- f) In the "59 Beneficiary" field enter the beneficiary account. It is compulsory to fill in this field and it starts with the "/" symbol. In case of transfers to the EURO zone, the beneficiaries' accounts

have a special format called IBAN which include information about beneficiary's bank, the affiliate of the beneficiary bank and beneficiary's account.

- g) In the "Name of the beneficiary" field enter the full name and address of the beneficiary.
- h) In the "Transfer info" field enter details about the transfer, such as: contract number and date signed and/or number of invoice and date issued, inclusively object of payment, payment mode (in advance or due).

Example: payment in advance for bitumen, contr. N.36 of 16.02.2000, Invoice N.3 of 14.04.2000. *Remarks:*


- When the Contract or the Invoice do not have a registration number, this should be specified by the abbreviation n/n (no number);
- For transfers in Russian Rubles and Hrivna, the details of this respective transfer should be entered in a special format.



ATTENTION:

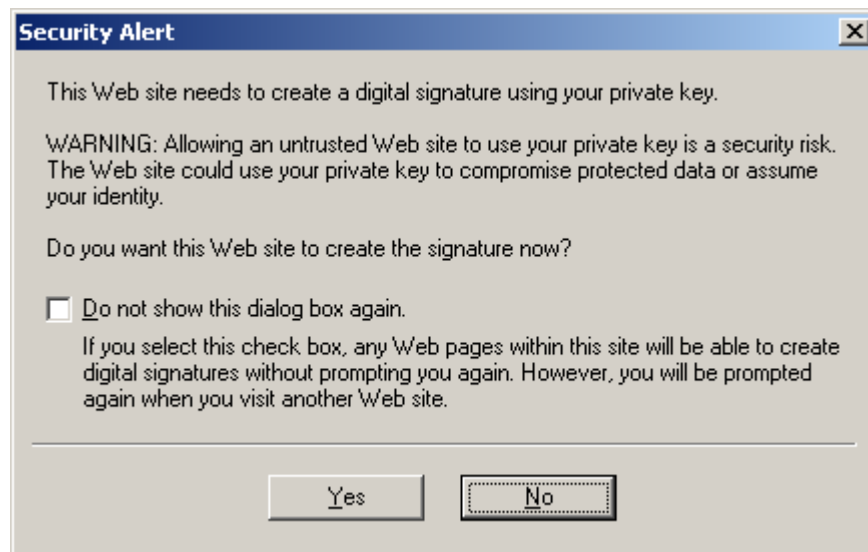
- You are not allowed to use Cyrillic fonts (since it is not compatible with the program provided by the S.W.I.F.T. Company) or special symbols such as: !, @, #, \$, %, ^, &, * {, }, [,], ", <, >, ?, ;.
- Only capital letters must be used for editing!


2.3. After filling in all compulsory fields, click "Create" button. The system will display then a message on

the upper left  **Creat cu succes** to confirm that the payment order has been created. If you failed to fill in all the compulsory fields, the payment order will not be created and the system will require you to do that through a message.

2.4. If you are entitled to sign the Payment Order, you can do it by clicking the "Sign" button. To apply a digital signature, click the "Yes" button.

Applying the digital signature



A message in the upper left in the column ( **SIGN_SUCCESS**) will inform you that the digital signature has been applied. If you fail to perform the process correctly, the digital signature will not be applied and the system will inform of that by displaying a message, accordingly.

2.5. Click "Print" the button to print out the Payment Order, specifying the number of copies needed.

3. How to develop a Request for Conversion?

To make a Request for Conversion you should proceed as follows:

3.1. Click on the left, in "Create document" section, "Request to convert currency" option (see below)

Home page - Windows Internet Explorer
 https://client.dotbank.md/BOL.WebClient/default.aspx

VICTORIABANK
 PRIMA BANCĂ DIN MOLDOVA
 Internet-Client

Welcome Mr VEACESLAV BORDENIUC

Contacts | News | Feedback | Guide | Sign out

Create documents
 Payment Order for lei
 Foreign payment order
 Currency Exchange Query
 Import payments from file

Account statements:
 2224826108/MDL
 2224826108/USD
 2224826108/EUR

My Documents: No messages
 Document Queue

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Official Exchange Rates MDL
 USD 10.3023
 EUR 13.9497
 RUB 0.3928
 RON 3.6696
 UAH 1.9549

Currency rates IBM
 Currency Rates IBM

Options
 Change Password
 Import user certificates

3.2.Fill in the form in the new window with the necessary data as follows:

Request to convert currency

Document - Windows Internet Explorer
 https://client.dotbank.md/BOL.WebClient/editforms/financial/Forex.aspx?FormID=190

Copy | Select template | Save template | Signatures | History | Help

Exchange Executed date: 13/10/2008

Selling:
 COD: VICBMD2X469 Bank name: B.C."VICTORIABANK"S.A. fil.nr.26 Chisinau
 Account: 2224826108 498 Account name: ICS "QSYSTEMS" SRL
 Amount: 890.00 Fiscal code: 1002600023541

Buy:
 COD: VICBMD2X469 Bank name: B.C."VICTORIABANK"S.A. fil.nr.26 Chisinau
 Account: 2224826108 840 Account name: ICS "QSYSTEMS" SRL
 Amount: 100.00 Fiscal code: 1002600023541
 Equivalent: 1030.23 Rate/scale: 10.3023 1

Курс сделки:
 Oper.rate: 8.9000 - 498 / 840 Credit/Debit rate: 0.1124 - 840 / 498

Дополнительно:
 Type credit: 4 Юридическим лицам
 Destination: CUMPARAREA VALUTEI CONTRACT 10 DIN 20.08.2008

Create Close

Request to sell currency

Document - Windows Internet Explorer
https://client.dotbank.md/BOL.WebClient/editforms/financial/Forex.aspx?FormID=190

Copy | Select template | Save template | Signatures | History | Help

Exchange

Executed date: 13/10/2008

Selling:

| | | | |
|-------------|----------------|---------------|---|
| COD: | VICBMD2X469 | Bank name: | B.C."VICTORIABANK"S.A. fil.nr.26 Chisinau |
| Account: | 2224826108 840 | Account name: | ICS "QSYSTEMS" SRL |
| Amount: | 100.00 | Fiscal code: | 1002600023541 |
| Equivalent: | 1030.23 | Rate/scale: | 10.3023 1 |

Buy:

| | | | |
|----------|----------------|---------------|---|
| COD: | VICBMD2X469 | Bank name: | B.C."VICTORIABANK"S.A. fil.nr.26 Chisinau |
| Account: | 2224826108 498 | Account name: | ICS "QSYSTEMS" SRL |
| Amount: | 1,010.00 | Fiscal code: | 1002600023541 |

Курс сделки:

| | | | | | |
|-----------|--------|-------------|--------------------|---------|-------------|
| Oper.rate | 0.0990 | - 840 / 498 | Credit/Debit rata: | 10.1000 | - 498 / 840 |
|-----------|--------|-------------|--------------------|---------|-------------|

Дополнительно:

Type debit: 4 Юридическим лицам

Destination: VIMZAREA VALUTEI

Create Close

Internet 100%

Request to convert currency

Exchange Executed date: 13/10/2008

Selling:

COD: VICBMD2X469 Bank name: B.C."VICTORIABANK"S.A. fil.nr.26 Chisinau

Account: 2224826108 840 Account name: ICS "QSYSTEMS" SRL

Amount: 1,000.00 Fiscal code: 1002600023541

Equivalent: 10302.30 Rate/scale: 10.3023 1

Buy:

COD: VICBMD2X469 Bank name: B.C."VICTORIABANK"S.A. fil.nr.26 Chisinau

Account: 2224826108 978 Account name: ICS "QSYSTEMS" SRL

Amount: 890.00 Fiscal code: 1002600023541

Equivalent: 12415.23 Rate/scale: 13.9497 1

Курс сделки:

Oper.rate: 1.1236 - 840 / 978 Credit/Debit rata: 0.8900 - 978 / 840


Дополнительно:

Type debit: 4 Юридическим лицам

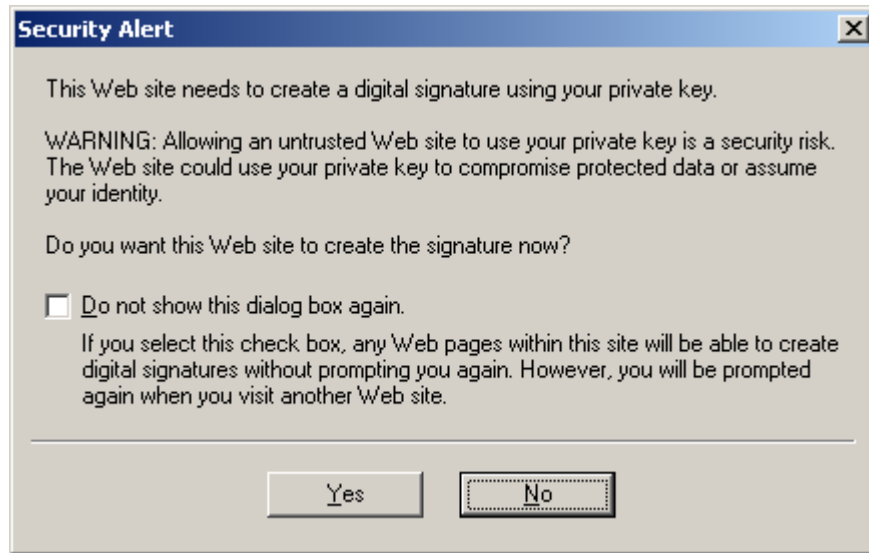
Type credit: 4 Юридическим лицам


Destination: CUMPARAREA VALUTEI CONTRACT 10.08.2008

Create Close

- In the "Date performed" section enter the date when the Request for conversion was made;
 - In "For sale" section, in the "Account" field specify the account by clicking the button with three dots;
 - In the "Amount" field enter the amount of money which will be converted (in case of request for sale);
 - On request for sale, in the "Credit/debit rata" section enter the commercial rate;
 - In the "Purchase" section, in the "Account" field specify the account by clicking the button with three dots;
 - In the "Amount" field enter the amount of money which will be converted (in case of the request to purchase);
 - On Request to purchase in the "Debit/credit rate" section enter the commercial rate;
 - On request for conversion of currency, fill in the fields depending on the currency quotation (in which currency is quoted);
 - The system will automatically calculate the amount of money which may be received to the account;
 - In the "Details of the operations" section, on request for currency to purchase, enter the purpose of the purchased currency, contract or other payment document. After having filled in all the compulsory fields, click the "Create" button. The system will inform you by a message on the upper left  **Creat cu succes** if the request for conversion of currency was created. The Request for currency conversion will not be created if you failed to fill in all the compulsory fields and the system will inform you by a message accordingly. In this case the request will go into the "Notebook" folder
- 3.3. If you have the right to signature, you can sign the request for conversion by clicking the "Sign" button. For the digital signature applying, click the "Yes" button.

Applying the digital signature



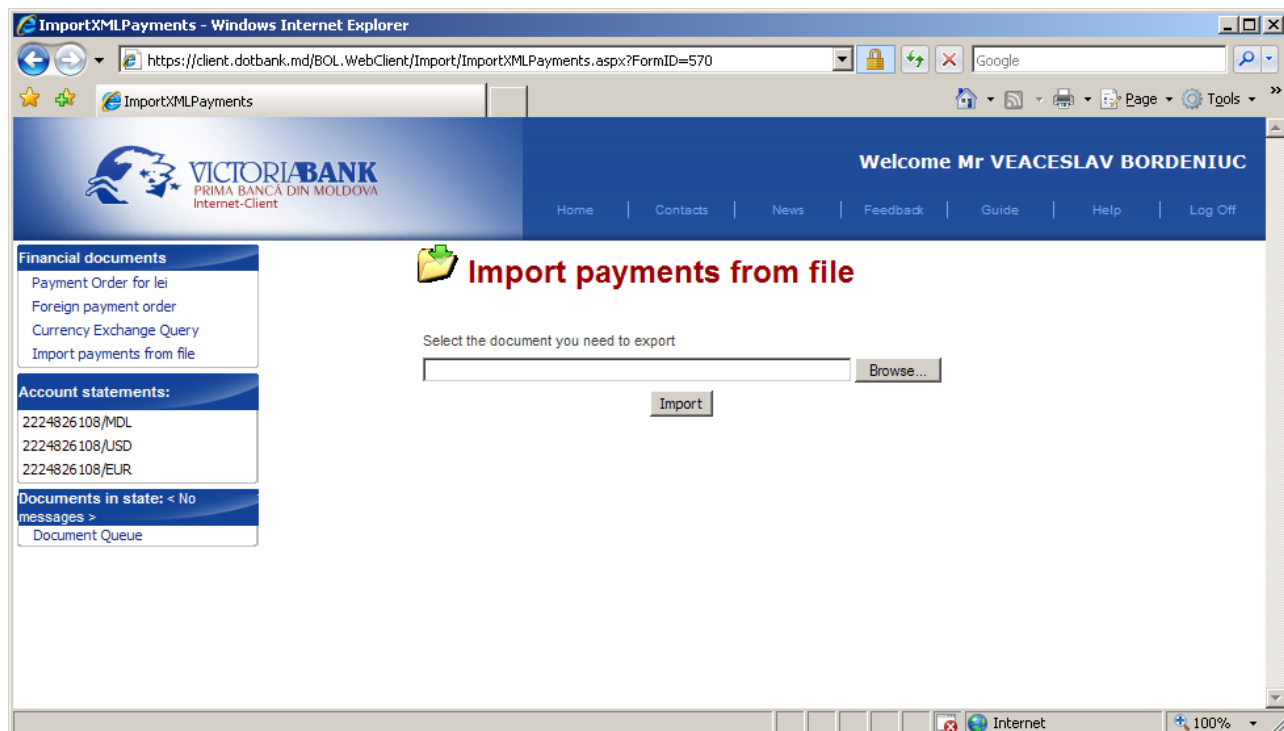
The system will inform you by a message in the upper left  **SIGN_SUCCESS** if the digital signature was applied. The digital signature will not be applied if you failed to carry out the procedure correctly and the system will inform you by a message.

3.4. Click the "Print" button to print out the Payment Order, specifying the number of copies needed.

4. How to import documents from file?

To import a document from other systems, it is necessary to follow the steps:

- 4.1. Click on the right, in the "Import payments from file" section;
- 4.2. In the "Browse" field choose the file you need to import and click the "Import" button. The documents will be created and stored in the folder called "For processing" (situated on the left).



4.3. Apply the digital signature on a document or several documents from the folder "For processing".

5. How to apply the signature for pending documents?

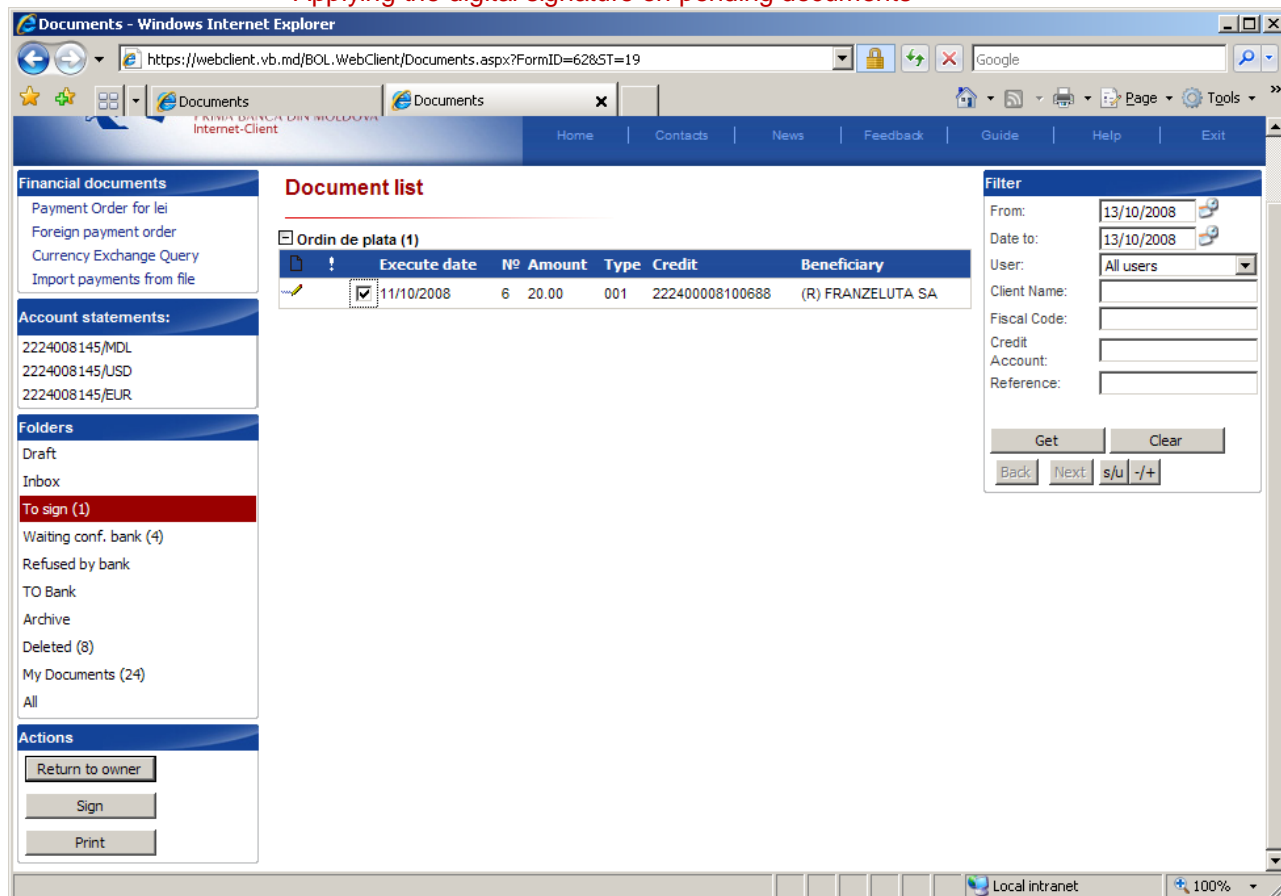
The "For processing" folder contains documents imported from the file and pending application of the digital signature. The "For signing" folder contains documents pending application of the second digital signature. Choose the necessary folder to apply the signature by clicking on the respective name. To apply the digital signature, specify the document and click the "Sign" button. To apply the

digital signature on several documents or all documents at the same time, click the buttons






in a consecutive order and click the “Sign” button.

Applying the digital signature on pending documents



6. The information on payment documents

- After you clicked the “Create” button and before having clicked the “Sign” button, you can make changes in the document if mistakes have been made. For doing that, click the “Change” button.
- After you clicked the “Create” button and before having clicked the “Sign” button, you can delete the launched document, should the case need. To do this operation, click the “Delete” button.
- After you clicked the “Create” button and before having clicked the “Sign” button, you can save the document without launching it. To do this operation you should use the “Close” button and the document will be stored in the “Notebook” folder
- After the document was signed, you can create a document of the same type, where the same date will be stored as in the previous document. To do this operation, use the “Copy” option situated on the menu bar up in the newly opened window of the Payment Order.
- To apply the second digital signature it is necessary to:
 - Click the “For signing” folder;
 - Specify the necessary document, the black list of documents can be viewed by pressing the  buttons ;
 - Click the button  on the right of the document to open the necessary document.
 - Click the “Sign” button from the window of the opened document. If no other digital signature is needed, the document will be sent to the bank, and the system will inform you by a message.
- There is a menu bar up in each new window of the document with several options which you can use by clicking on them. The respective options are described below:

Copiază

Cloning/copying the document: click this button from the document completed with the necessary information, if the document which you need to create contains the same data, (this operation means creation of an exact copy without saving it);

Selectarea
sablonului

Patterns/Select: this option makes possible to select a pattern which was saved before, to create a new document;

Salvarea sablon

Pattern/Save: this option helps save a certain pattern, i.e. a document already filled in with certain data can be saved so that later on you can use these data to create a new document.

Attention: the patterns created by you can be viewed and used by you only. The patterns are created for each type of document separately. It is important that when you save the pattern you do not use names which were used before for other patterns.

Istoria

Document history: stages which the document passed through in the system;

Semnaturile

Document signatures: click this button to get the information about signatures applied on this document;

Ajutor

Information: a guide which explains and offers information on how certain options of this document can be used.

G. All the documents pass through certain stages and get stored in the respective folders:

- **"Notebooks"**- only the created documents are stored in this folder (i.e. those documents which were clicked on "Create"). These documents can be viewed only by the operator who created them; the documents from this folder do not participate in calculating the preliminary extract. From here you can make changes to the document, perform, delete in case the operation is abandoned;
- **"For processing"** - the documents which were imported into the system through **Import Documents from File** are stored, and returned on various reasons: by the operator who created them, or the manager who did not accept them, or other reasons. From here you can make changes to the document, perform, delete in case the operation is abandoned.
- **"For signing"** - this folder contains documents pending the digital signature;
- **"Pending bank confirmation"** - this folder contains documents which were transmitted to the bank and have not been processed yet;
- **"Rejected documents"** - this folder contains documents which were transmitted to the bank and have been rejected on certain reasons.
- **"For the Bank"** - this folder contains documents, which were transmitted to the Bank, but on certain technical reasons have not been received by the Bank. When the connection with the Bank is re-established- the documents will automatically be placed in the folder **"Pending Bank Confirmation"**
- **"Archive"**- this folder contains documents which were overtaken by the Bank. Each operator can view his or her own personal archive.
- **"Deleted"** - this folder contains documents deleted on various reasons. Each operator can view his or her own personal documents which were created and deleted.
- **"Personal Documents"** - here each operator can view the documents which were created by him or her personally and their status when visualized: for authorization, archive, and other status.

H. The documents are stocked into the folder after the date these were executed. Select the documents of a different date than the current date by configuration the necessary date in the Filter. You can search for documents by certain requisites indicated in the Filter. To receive the result, click on the **"Find"** button.

Documents - Windows Internet Explorer

https://client.dotbank.md/BOL.WebClient/Documents.aspx?FormID=62

Documents

VICTORIABANK
PRIMA BANCA DIN MOLDOVA
Internet-Client

Welcome Mr VEACESLAV BORDENIUC

Home | Contacts | News | Feedback | Guide | Help | Exit

Financial documents

- Payment Order for lei
- Foreign payment order
- Currency Exchange Query
- Import payments from file

Account statements:

- 2224826108/MDL
- 2224826108/USD
- 2224826108/EUR

Folders

- Draft
- Inbox
- To sign
- Waiting conf. bank
- Refused by bank
- TO Bank
- Archive
- Deleted
- My Documents (1)**

Actions

Print

Document list

Payment order (1)

Filter

From: 01/10/2008

Date to: 13/10/2008

Client Name:

Fiscal Code:

Credit Account:

Reference:

Get Clear

Back Next s/u +/-

Internet 100%