



ALPHA BANK

# Alpha Mass Payments

MASS COLLECTION AND PAYMENT ELECTRONIC SERVICE

User Manual

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## 2. INTRODUCTION

The Alpha Mass Payments service is a modern technology platform that enables Companies partnering with Alpha Bank to execute Mass Payment and Collection orders via the Internet in an easy, secure, fast and fully automated manner.

Transactions may concern:

- either debiting a business account and crediting the accounts of third parties, as in the case of Payroll or payments of third parties.
- or crediting a business account and debiting the accounts of third parties, as in the case of collections from customers.

Especially for cases of collection, authorisation is required for direct debiting of your customer/partner accounts.

All Mass Payments and Collection orders are made by sending ISO 20022 XML files.

### **Subscription Process**

The following are required for your Company to take advantage of the Alpha Mass Payments Service's current capabilities:

- Signing the Alpha Mass Payments Service Agreement, which specifies all subscription parameters to be included in the service.
- Determining the Users who will manage your Company's Mass Orders through the Service.
- Receiving User Codes and Passwords for the service.

### **Credit/Debit Code (CDC)**

Based on its selections in the contract with the Bank, Credit/Debit Codes are created for each partner company, which are managed by the company through the service.

A Credit/Debit Code may either debit business accounts or credit them - but not both. For example, payrolls and collections from customers cannot be made with the same Credit/Debit Code.

### **Work Flow**

To proceed with a mass payment, you need to create a task and assign it an import status.

A task includes, but is not limited to:

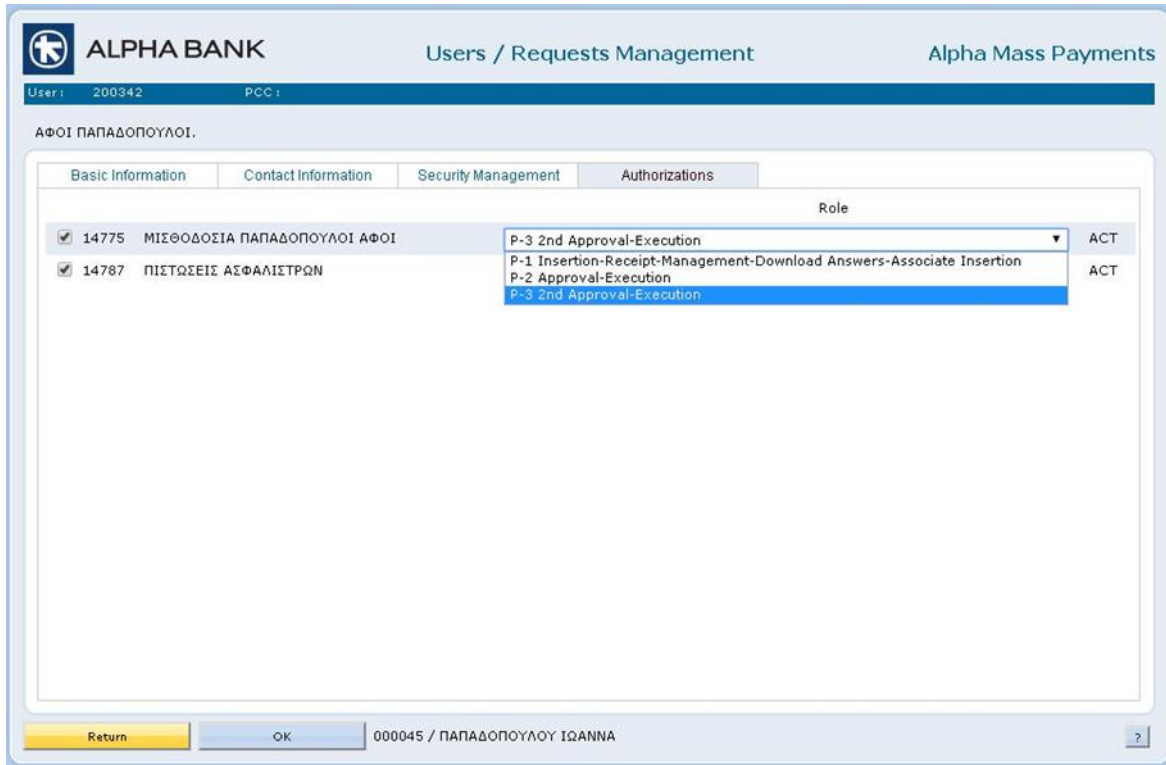
- the selected Credit/Debit Code
- the business account to be debited or credited in each case
- the subscriptions to Payroll/Partner accounts to be either debited or credited, with the corresponding amounts
- the Payment Date.

The task must then be sent for Execution to the Bank. When the Bank executes the task (Payment Date), the task is completed and the response file for this task becomes available.

### **Approval Levels**

A company can have one of the following options in relation to the approval levels for a task:

- **No Approval:** All users (P0) have the same rights and authorisation. Any user can create a task and send it to the Bank for execution.
- **One Approval Level:** The users specified include users (P1) who create the tasks and assign them an import status and others (P2) who check them and either forward them to the Bank for execution or delete/reject them.
- **Two Approval Levels:** The users specified include users (P1) who create the tasks and assign them an import status, others (P2) who check them and provide the first approval and finally those (P3) who perform the final check, provide the second approval and send them to the Bank for execution or reject them.



ALPHA BANK Users / Requests Management Alpha Mass Payments

User: 200342 PCC:

ΑΦΟΙ ΠΑΠΑΔΟΠΟΥΛΟΙ.

	Basic Information	Contact Information	Security Management	Authorizations	Role	
<input checked="" type="checkbox"/>	14775	ΜΙΣΘΟΔΟΣΙΑ ΠΑΠΑΔΟΠΟΥΛΟΙ ΑΦΟΙ			P-3 2nd Approval-Execution	ACT
<input checked="" type="checkbox"/>	14787	ΠΙΣΤΩΣΕΙΣ ΑΣΦΑΛΙΣΤΡΩΝ			P-1 Insertion-Receipt-Management-Download Answers-Associate Insertion P-2 Approval-Execution P-3 2nd Approval-Execution	ACT

Return OK 000045 / ΠΑΠΑΔΟΠΟΥΛΟΥ ΙΩΑΝΝΑ ?

Users and their authorisations can be defined for each Credit/Debit Code separately.

Note that all users, regardless of authorisation level, have the ability to access task information and receive response files.

### 3. ORDER TYPES FOR MASS PAYMENTS

With Alpha Mass Payments, you can manage:

- **Mass Credit Orders** related to:
  - ✓ Payroll Credit for your Business
  - ✓ Mass opening of payroll accounts and creation of a web banking connection for the beneficiaries-employees of the company for the deposit program "Alpha Payroll".
  - ✓ Payments / Transfers to accounts held inside and outside the Bank with SEPA characteristics, which include import payments related to intra-Community acquisition of goods (simple imports) within the European Union ("AEIS Payments").
  - ✓ Payments outside the SEPA (non SEPA) specifications with the option to execute a transaction with an indication URGENT (ie same day transfer of funds) and / or with an indication of coverage of OUR expenses (ie charging the principal with all transaction costs) .
  - ✓ Payment of debts of third party beneficiary companies / organizations ("Beneficiary Organizations") using a special payment reason code which has been indicated by the Beneficiary Organizations.
- **Mass Debit Orders** related to:
  - ✓ Collection of debts from your Customers
  - ✓ Collection of instalments and subscriptions
  - ✓ Other Mass Debits you are interested in

with **simultaneous debit or credit (as appropriate) to/from one of the predefined payment accounts** that you have declared.

To execute Mass Payment/Collection Orders, you must sign the required contract documents at your Collaborating Branch.

### 4. TYPES OF MASS PAYMENT FILES

Through the Alpha Mass Payments Service, you can send your Payments:

- **With ISO 20022 XML files**

### 5. ACCESS TO THE ALPHA MASS PAYMENTS SERVICE

In your browser, go to the [www.alpha.gr](http://www.alpha.gr) website, select the Business section, then the Electronic Services subsection and finally the Alpha Mass Payments service.



By selecting Log in, you are transferred to the screen below, where you can select the language




ALPHA BANK

**Alpha Mass Payments**

Επιλέξτε Γλώσσα - Select Language

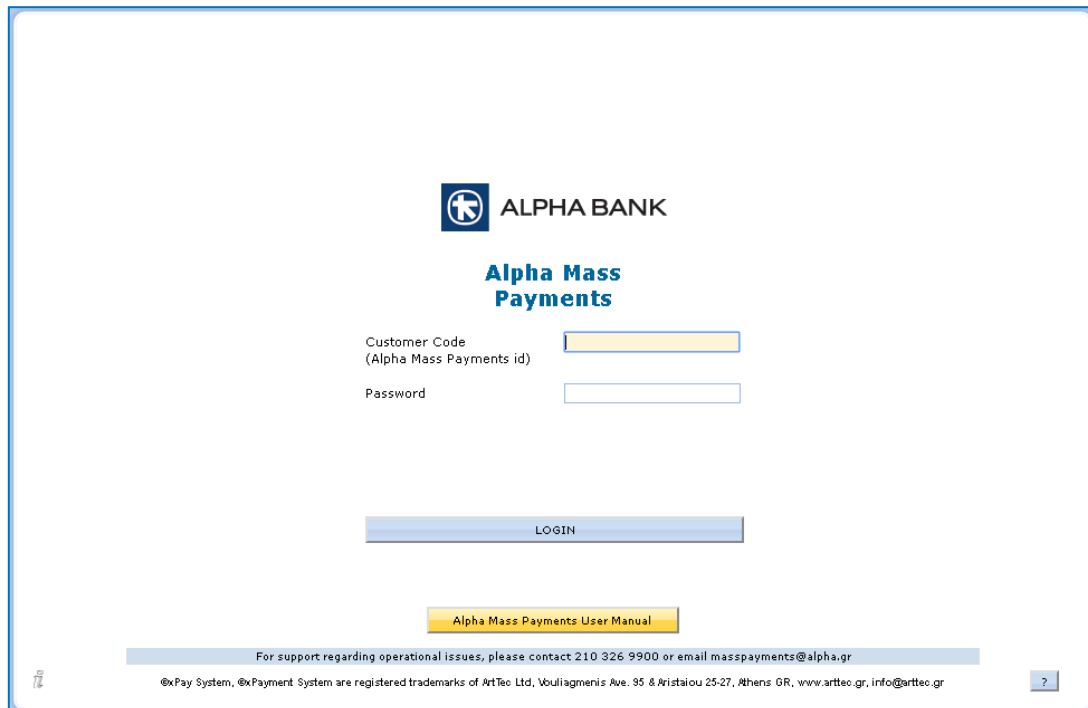
 

Based on the xPayment platform by ArtTec Ltd



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In the next screen, enter your **Customer Code**, **Password**, and select **LOGIN**.



ALPHA BANK

**Alpha Mass Payments**

Customer Code  
(Alpha Mass Payments id)

Password

[Alpha Mass Payments User Manual](#)

For support regarding operational issues, please contact 210 326 9900 or email [masspayments@alpha.gr](mailto:masspayments@alpha.gr)

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After successfully entering the codes, the following screen appears:



Select **Sign in to the System** to access the service home screen with all available options.

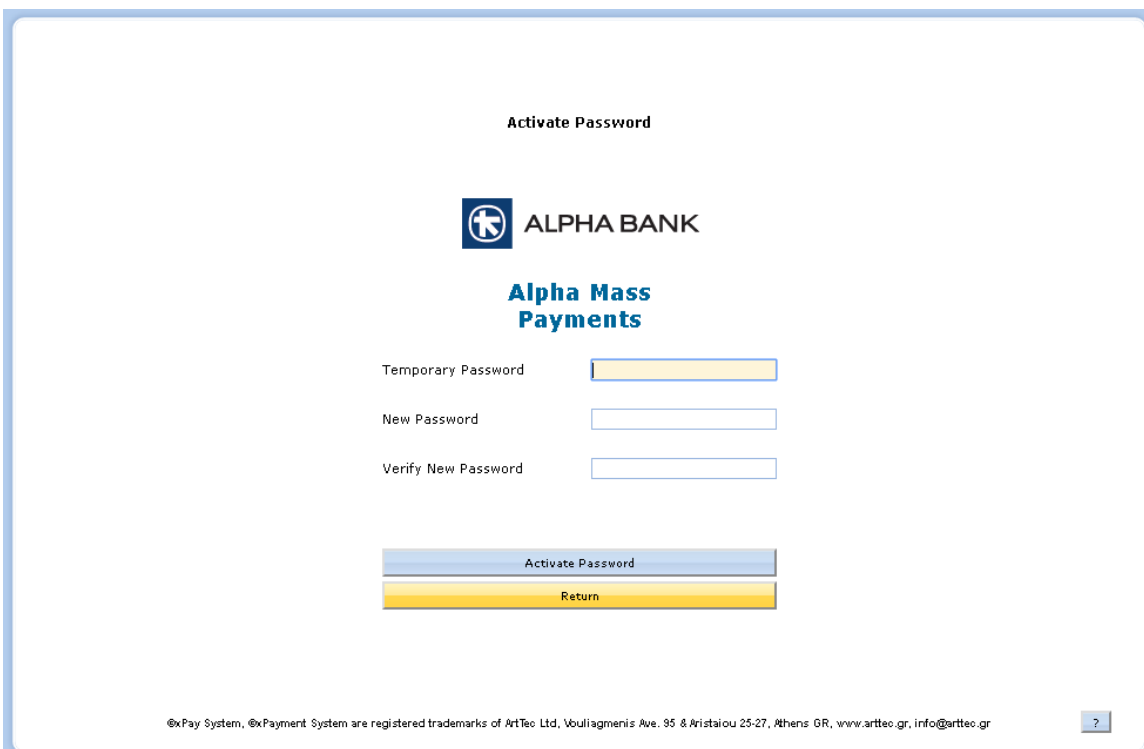
## 6. PASSWORD ACTIVATION

If this is the first time you sign in to the Service with a **Temporary Password**, after successful registration, the following activation screen appears, where you select **Activate Password**.



The screenshot shows the Alpha Bank Alpha Mass Payments activation screen. At the top center is the Alpha Bank logo (a blue square with a white cross) followed by the text "ALPHA BANK". Below this, "Alpha Mass Payments" is written in blue. A prominent yellow button labeled "Activate Password" is centered. Below it is a smaller yellow button labeled "Alpha Mass Payments User Manual". At the bottom, a light blue bar contains the text: "For support regarding operational issues, please contact 210 326 9900 or email masspayments@alpha.gr". Below this bar is a small copyright notice: "©xPay System, ©xPayment System are registered trademarks of ArtTec Ltd, Vouliagmenis Ave. 95 & Aristaiou 25-27, Athens GR, www.arttec.gr, info@arttec.gr". A small question mark icon is in the bottom right corner.

On the screen that appears, type the **Temporary Password** again, and the **New Password** you want and select **Activate Password**.

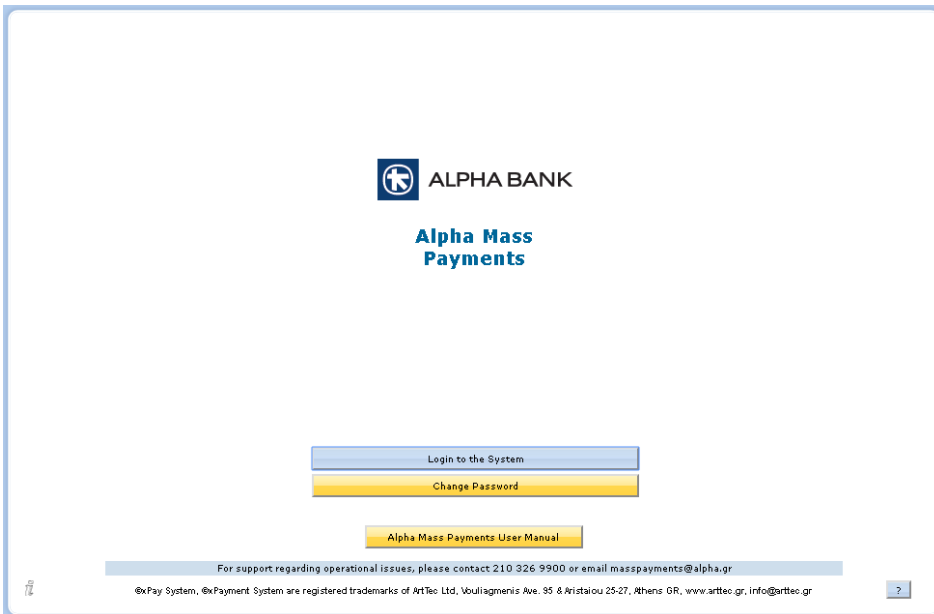


The screenshot shows the Alpha Bank Alpha Mass Payments password activation form. At the top center is the text "Activate Password". Below this is the Alpha Bank logo (a blue square with a white cross) followed by the text "ALPHA BANK". Below this, "Alpha Mass Payments" is written in blue. There are three input fields: "Temporary Password" (with a yellow background), "New Password", and "Verify New Password". Below the input fields are two buttons: a blue button labeled "Activate Password" and a yellow button labeled "Return". At the bottom, a small copyright notice is visible: "©xPay System, ©xPayment System are registered trademarks of ArtTec Ltd, Vouliagmenis Ave. 95 & Aristaiou 25-27, Athens GR, www.arttec.gr, info@arttec.gr". A small question mark icon is in the bottom right corner.



## 7. CHANGE PASSWORD

After successful registration of your personal codes, you have the option to change your Password. Select **Change Password** from the following screen.




You will be taken to the screen below; here, type your old Password and then your new Password and verify it. The new Password, which should obey to the following rules:

- consists of at least eight (8) alphanumeric Latin characters (the first five characters must be completed by selecting from the numerals [0-9]),
- contains at least one (1) symbol by selecting from the following special characters! @ # \$% And at least one (1) number,
- contains at least one (1) capital letter (selecting from the Latin characters [AZ]),
- does not include contiguous characters (for example, 123 or ABC).

Please note that the Password:

- remains active for three months and you will be asked to replace it by the end of the quarter.
- is personal and should not be shared with others.
- if it is entered incorrectly five times, the system will lock you up and will not allow you access to the service

Change Password

 ALPHA BANK  
**Alpha Mass Payments**

Previous Password

New Password


Verify New Password

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The first time you enter with the Temporary Password sent to you by the Bank, the system will promptly ask you to replace it.

## 8. SERVICE HOME SCREEN - TASK MANAGEMENT

After your **Login to the System**, the **Task Manager** service home screen is displayed with the set of options available:



ALPHA BANK

Task Management

Alpha Mass Payments

User : 201100      PCC :

**Task Management**

X Task Management

- [1. Files Receipt](#)
- [2. Execute Jobs](#)
- [3. Jobs Information](#)
- [4. Download Electronic Accounts Statements](#)
- [5. Administrative Tasks](#)
- [6. Mass Opening of Accounts](#)

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### 1. Receive Files.

Through this option, you can create a payment task from properly formatted ISO 20022 XML (\*.xml) files from a local drive and send mass payments to be executed by the bank.

### 2. Task Execution.

With this option, you can send the tasks you have entered to the application for execution to the bank.

### 3. Task Information.

This option is a tool for monitoring the current status of your tasks as well as your Payment Details history. Using this option, you can also delete any tasks that are being executed or edited, where permitted in each case, and produce a SEPA response file (pain002.xml).

### 4. Downloading Electronic Account Statements.

On this screen, you can search for and export available electronic account statements, either individually or grouped in a file.

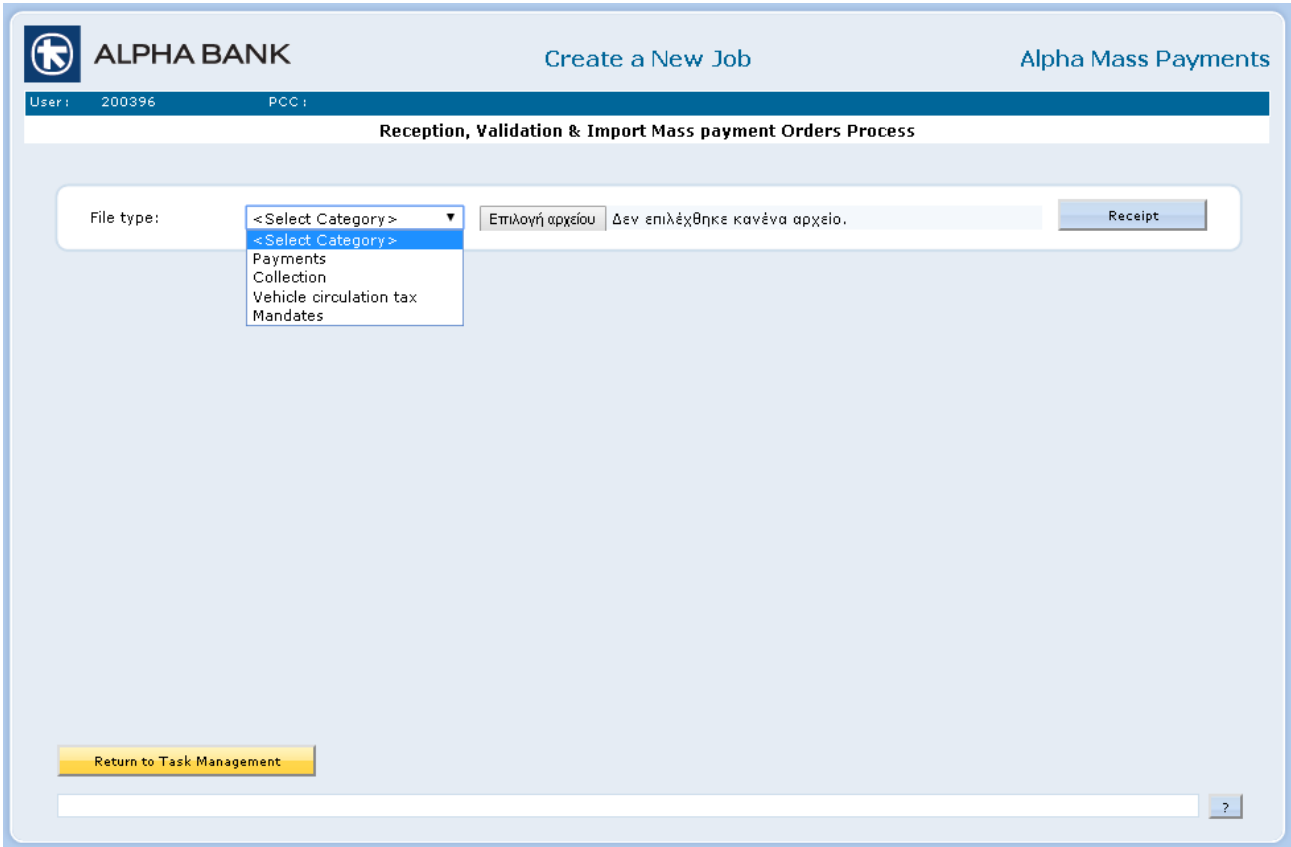
### 5. Management tasks.

This option allows you to manage the list of Employees/Partners and Credit/Debit Code available to your business and find sample files.

## 9. RECEIVE FILES

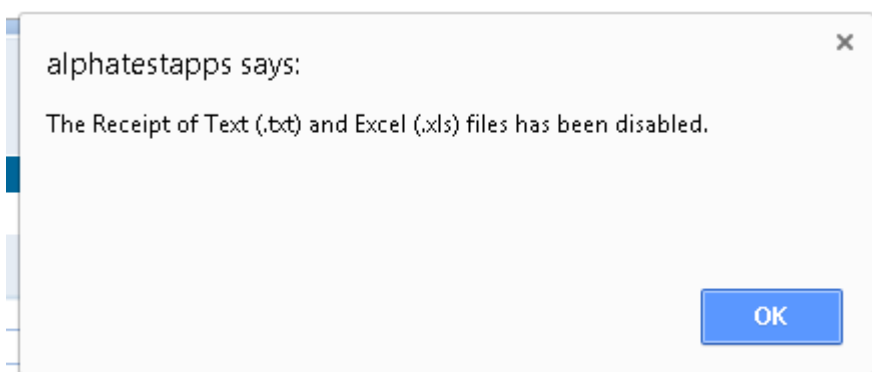
This option allows you to send your Payments through **ISO 20022 XML files**.

Select **Receive Files** from the Home Page to access the screen:




Choose **Select File**, look for the desired file on your disk and select **Open**. The local file name will appear in the field. Then select **Receive** and **Yes** in the system prompt for confirmation. The file you selected will be thoroughly checked and a series of messages will inform you about managing any errors.

If you have received a file in an old format (incompatible with Regulation (EU) 260), the system will display an information message stating that “Receiving Text (.txt) and Excel (.xls) files has been disabled”.



After successfully receiving a file of any type, the system will display the information of the task to be imported.


**ALPHA BANK**
Create a New Job
Alpha Mass Payments

User : STEFI1      PCC :

**Reception, Validation & Import Mass payment Orders Process**

Select a Job in the table and click Edit to edit the payment Orders found in your file.


Jobs to be imported

S/N	Processed Job	Account Number	Date	Payment Orders Number	Amount	Cooperation Code
1	No	GR4101401060106002320003019	25/09/2018	6	39.25	14779
2	No	GR4101401060106002320003019	26/09/2018	6	39.25	14779
3	No	GR4101401060106002320003019	27/09/2018	6	39.25	14779

Number of File payment Orders :

Total Amount of File :

To proceed with **Send to Import**, you must check the accuracy of any individual tasks. A file may contain more than one task; select Accept by selecting each one and selecting "edit task" on the next screen. Once all individual tasks have been accepted, the Send to Import button appears on the Create New Task home screen, where all individual tasks must be marked "Yes" in the Edited field


**ALPHA BANK**
Edit/Modify Job
Alpha Mass Payments

User : STEFI1      PCC : 14779

Reception, Validation & Import Mass payment Orders Process

ΡΗΓΟΠΟΥΛΟΣ Α.Ε.,
ΜΙΣΘΟΔΟΣΙΑ

Select or check the Cooperation Code, fill in or check the remaining necessary information, and then Click Accept.

Cooperation Type	<input type="text" value="000199"/> ΠΙΣΤΩΣΕΙΣ ΜΙΣΘΟΔΟΣΙΑΣ	File Name :	<input type="text" value="AMP2003431477920180924101_pain001.xml"/>
Job ID :	<input type="text" value="W200343180924000314779000001"/>	Cooperation Code :	<input type="text" value="14779"/> <span style="float: right; border: 1px solid #ccc; padding: 2px 5px;">Select</span>

S/N	Credit Account Number	Name / Company Name	Payment Reason	Payment Ar
1	GR0601401010101002310007583	NOTPROVIDED	online elegxos egkyr	
2	GR3301401010101002310008164	NOTPROVIDED	online elegxos egkyr	
3	GR3401401010101002310008631	NOTPROVIDED	online elegxos egkyr	
4	GR2101401060106002101007546	NOTPROVIDED	online elegxos egkyr	

payment Orders Number	<input type="text" value="6"/>	Total Amount :	<input type="text" value="39.25"/>
-----------------------	--------------------------------	----------------	------------------------------------

Payment Date :	<input type="text" value="25/09/2018"/>	Debit Account Number :	<input type="text" value="GR4101401060106002320003019"/> <span style="float: right; border: 1px solid #ccc; padding: 2px 5px;">Select</span>
		Debit Reason :	<input type="text" value="RIG"/>
Job Description :	<input type="text" value="ΜΙΣΘΟΔΟΣΙΑ - ΠΙΣΤΩΣΕΙΣ ΜΙΣΘΟΔΟΣΙΑΣ-01"/>		


Return to Task Management
Return to the Jobs to be imported
Accept

?

After verifying the correctness of the data and completing all necessary fields, you can proceed with the **Send to Import** option.

Select **Send to Import**; a confirmation message showing the number of entries and the total amount will be displayed. If you agree, select **Yes**.

If the file contains invalid account numbers, the system will flag them in red on receipt.


**ALPHA BANK**
Execute Jobs
Alpha Mass Payments

User: 200396    PCC: 14873

Validation & Execution Job Process

ΜΙΧΑΛΑΚΟΣ ΜΙΧΑΗΛ ΝΙΚΟΛΑΟΥ (ΕΤΑΙΡΙΑ)
ΜΙΣΘΟΔΟΣΙΕΣ

Check carefully the imported payment Orders and the remaining necessary Information, and then Click Send to be Executed.

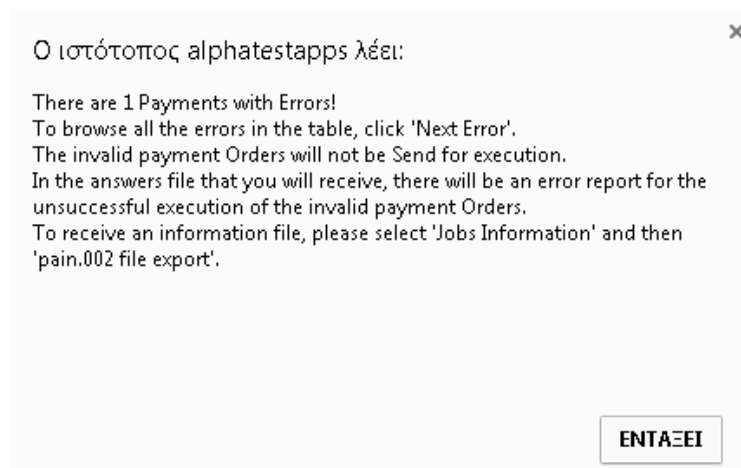
Cooperation Type	<input type="text" value="000199"/>	<input type="text" value="ΠΙΣΤΩΣΕΙΣ ΜΙΣΘΟΔΟΣΙΑΣ"/>	File Name :	<input type="text" value="AMP2003961487320181115003_PAIN001"/>
Job ID :	<input type="text" value="W200396181115000214873000001"/>	Cooperation Code :	<input type="text" value="14873"/>	

S/N	Credit Account Number	Name / Company Name	Payment Reason	Payment
1	GR0801401060106002101008362	BENEFICIARY 1	NOVEMBER PAYROLL	
2	GR080140106010600210100836N	BENEFICIARY 2		
3	GR1601401060106002340001862	BENEFICIARY 3	NOVEMBER PAYROLL	
4	GR4301401060106002002007786	BENEFICIARY 4	NOVEMBER PAYROLL	

payment Orders Number	<input type="text" value="3"/>	< 1 4 4 >
Total Amount :	<input type="text" value="3,550.00"/>	
Payment Date :	<input type="text" value="15/11/2018"/>	<input type="button" value="Next Error"/>
Debit Account Number :	<input type="text" value="GR2101401060106002101007546"/> <input type="button" value="Select"/>	Debit Reason : <input type="text" value="November Payroll"/>
Job Description :	<input type="text" value="ΜΙΣΘΟΔΟΣΙΕΣ"/> - <input type="text" value="ΠΙΣΤΩΣΕΙΣ ΜΙΣΘΟΔΟΣΙΑΣ-000001"/>	

The system will notify you through the following message that the file will be accepted even though there are incorrect accounts. Entries containing invalid account numbers will be excluded when the file is processed and will be marked with the reason for rejection “NOT ACCEPTABLE ACCOUNT” in the response file.

The same message will also appear during Task Execution.




Successful import returns the message “*Your Payments have been sent to import*”. The task has now been imported. To send it to the Bank for execution, you must go to the **Task Execution** menu.

Note that if you do not press the Send to Import button to execute the above procedure but instead press either the **Back to Receive File** or **Return to Task Manager** button, the receipt of that file is not completed, so the whole procedure must be repeated from the start.

Select **Back to Task Manager** to return to the Task Manager home screen.

At any time, you can go back to the main menu by selecting **Back to Task Manager** or import a new file by selecting **Back to Receive File** at the bottom of the screen.


**ALPHA BANK**
Create a New Job
Alpha Mass Payments

User: STEFI1      PCC: 14779

Reception, Validation & Import Mass payment Orders Process

ΜΙΣΘΟΔΟΣΙΑ

Provided you have checked all the Jobs, proceed with Send to be imported.

Jobs to be imported

S/N	Processed Job	Debit Account Number	Payment Date	Payment Orders Number	Payment Amount	Cooperation Code
1	Yes	GR4101401060106002320003019	25/09/2018	6	39.25 14779	W20034318092
2	Yes	GR4101401060106002320003019	26/09/2018	6	39.25 14779	W20034318092
3	Yes	GR4101401060106002320003019	27/09/2018	6	39.25 14779	W20034318092

Number of File payment Orders :

Total Amount of File :

### Comments:

- Compatibility with Regulation (EU) 260

On all screens where this account field appears, it contains the account number in **IBAN format**. Additionally, where the Payment Details Panel is available in the application, the extra **Remittance Info field is included**, which is displayed on the beneficiary's account statement.

- The files to be received have a strictly structured format, as determined by the bank. Files deviating from this format shall not be accepted by the system. The maximum number of entries in the files to be received is 20,000.
- The Payment date displayed on the screen is the date you have declared in your file and is also the date on which your order will be executed as well as the credit/debit value for your accounts. A valid date must be a business date, greater than or equal to the date of sending and less than or equal to 31 business days from the date of sending. If you are sending the payment to Alpha Mass Payments on a non-business date (Saturday, Sunday, bank holidays), the order is received and executed on the payment date you have entered. After 20:00h, no tasks with a current payment date can be entered.
- If the credit/debit code you choose does not match that of the file, the system will display an error message and reject the file.
- If the file contains zero-amount payments, they will not be sent for execution.
- Each file received through the application is a separate task, where you can see in detail the contained payment orders by pressing View Task or by double-clicking on it in the Tasks to Import panel. As regards



however the receipt of xml files in particular, each xml file payment group is also a separate task that must be “Accepted” in order to proceed to Send to Import.

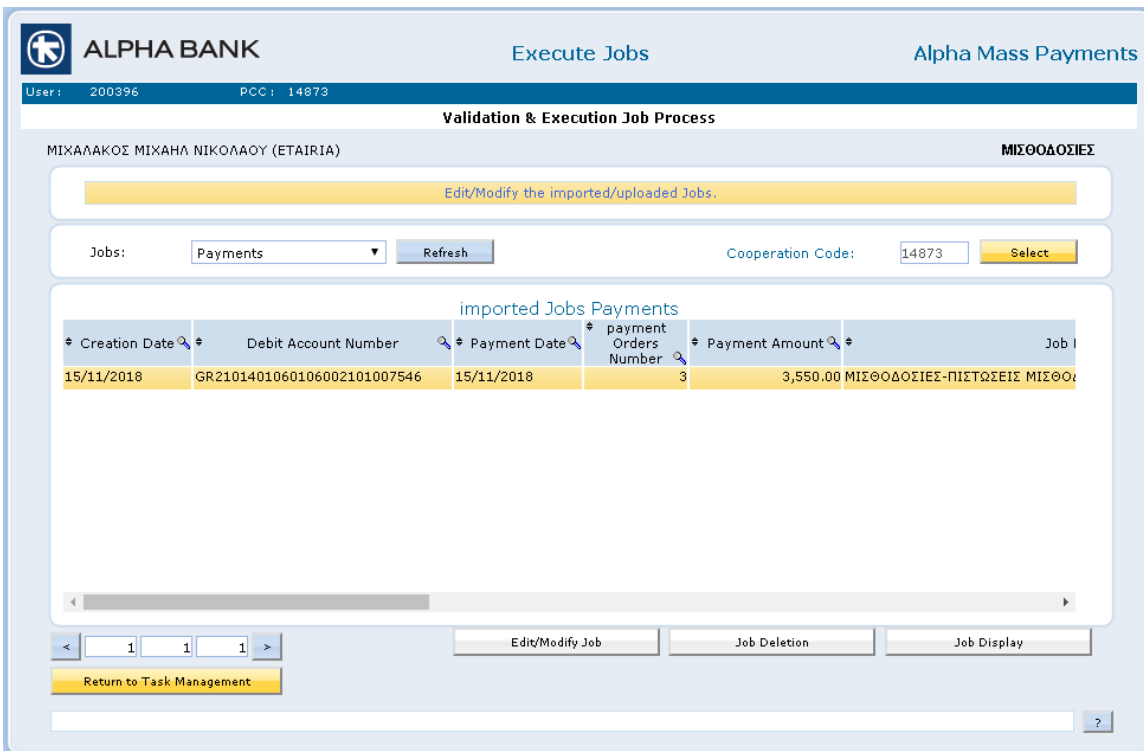
## 10. TASK EXECUTION

You can assign an Import status to your tasks using any of the manners detailed above.

In order to send your task to the Bank for execution on the Payment Date you have selected, you need to proceed to Task Execution.

From the service home screen, select the second **Task Execution** option to access the screen with all the Import status tasks you can execute.

By moving the grey scroll bar on the right, you can see other columns with task information.



**ALPHA BANK** Execute Jobs Alpha Mass Payments

User: 200396 PCC: 14873

**Validation & Execution Job Process**

ΜΙΧΑΛΑΚΟΣ ΜΙΧΑΗΛ ΝΙΚΟΛΑΟΥ (ΕΤΑΙΡΙΑ) ΜΙΣΘΟΔΟΣΙΕΣ

Edit/Modify the imported/uploaded Jobs.

Jobs: Payments Refresh Cooperation Code: 14873 Select

Creation Date	Debit Account Number	Payment Date	payment Orders Number	Payment Amount	Job I
15/11/2018	GR2101401060106002101007546	15/11/2018	3	3,550.00	ΜΙΣΘΟΔΟΣΙΕΣ-ΝΙΣΤΩΣΕΙΣ ΜΙΣΘΟΔ.


1 1 1

Edit/Modify Job Job Deletion Job Display

Return to Task Management

To proceed with the execution of a task, select it and then choose **Edit Task**. If you just want to check it, you choose **View Task**. Deleting a task is **not** allowed on this screen; if you want to delete a task in “Import” or “In Edit” mode, you need to go to **Task Information**. Deleting is possible on a case-by-case basis.

Once you select **Edit Task**, you will be taken to the following screen, where you will see all the details of the selected task.


**ALPHA BANK**
Execute Jobs
Alpha Mass Payments

User: 200396    PCC: 14873

Validation & Execution Job Process

ΜΙΧΑΛΑΚΟΣ ΜΙΧΑΗΛ ΝΙΚΟΛΑΟΥ (ΕΤΑΙΡΙΑ)
ΜΙΣΘΟΔΟΣΙΕΣ

Check carefully the imported payment Orders and the remaining necessary Information, and then Click Send to be Executed.

Cooperation Type	000199 ΠΙΣΤΩΣΕΙΣ ΜΙΣΘΟΔΟΣΙΑΣ	File Name :	AMP2003961487320181115009_PAIN001
Job ID :	W200396181115000614873000001	Cooperation Code :	14873

S/N	Credit Account Number	Name / Company Name	Payment Reason	Payment
1	GR0801401060106002101008362	BENEFICIARY 1	NOVEMBER PAYROLL	
2	GR1601401060106002340001862	BENEFICIARY 2	NOVEMBER PAYROLL	
3	GR4301401060106002002007786	BENEFICIARY 3	NOVEMBER PAYROLL	

payment Orders Number	3	<input type="button" value="1"/> <input type="button" value="3"/> <input type="button" value="3"/>	
Total Amount :	3,550.00		
Payment Date :	15/11/2018	<input type="button" value="Next Error"/>	
Debit Account Number :	GR2101401060106002101007546 <input type="button" value="Select"/>	Debit Reason :	November Payroll
Job Description :	ΜΙΣΘΟΔΟΣΙΕΣ	-	ΠΙΣΤΩΣΕΙΣ ΜΙΣΘΟΔΟΣΙΑΣ-000001

Once you have checked the task, you can proceed with sending it to the Bank to be executed on the selected date by selecting **Send to Execute**.

A confirmation message will appear, showing the number of entries, the total amount and the company's Account Number. If you agree, select **Yes** to continue. Upon completion, a message indicating successful receipt by the Bank is displayed.

You cannot make any changes to the task information on the Task Execution screen.

### Comments

- If the task concerns payments and the available balance in the debited account does not suffice to cover the total amount, a warning message will appear; here, you can choose YES to continue or NO to abandon the process. If you select YES, the payment file will be received for execution and will remain pending until your company has credited the debited account with an appropriate amount to enable it to be debited in order to execute the task.
- If for some reason a task to be executed cannot be executed by the execution date set, it will be cancelled and the file reception process will have to be repeated.

## Companies with Approval Levels

If your company has chosen one approval level for its payments, only users with this authorisation (P2) will have access to the Task Execution option.

If your company has chosen two levels of approval for its payments, first, in the Task Execution option, the user with the corresponding authorisation (P2 - first approval) must provide the first approval and then the user with second approval authorisation (P3) must provide approval for sending the task for execution.

## Application working hours

Receive Files:

- For Execution on a Payment Date after the current day: round the clock

Order execution:

- The file may contain one or more payment groups with different dates.
- The payment file or group has the current execution date (same-day execution)
  - Intra-bank transfers are executed in the next execution run.
  - Interbank transfers are rejected.
- The payment file or group has a date of execution later than the current date
  - Intra-bank transfers are executed directly in the 1<sup>st</sup> Alpha Mass Payments Service execution run on the date of execution included in the file
  - Interbank transfers are sent to DIAS with the value of the set execution date and will be credited to the beneficiary within that business day.

**Tasks are executed every hour from 09:00 to 16:00 and 3 times from 17:30 to 20:30.**

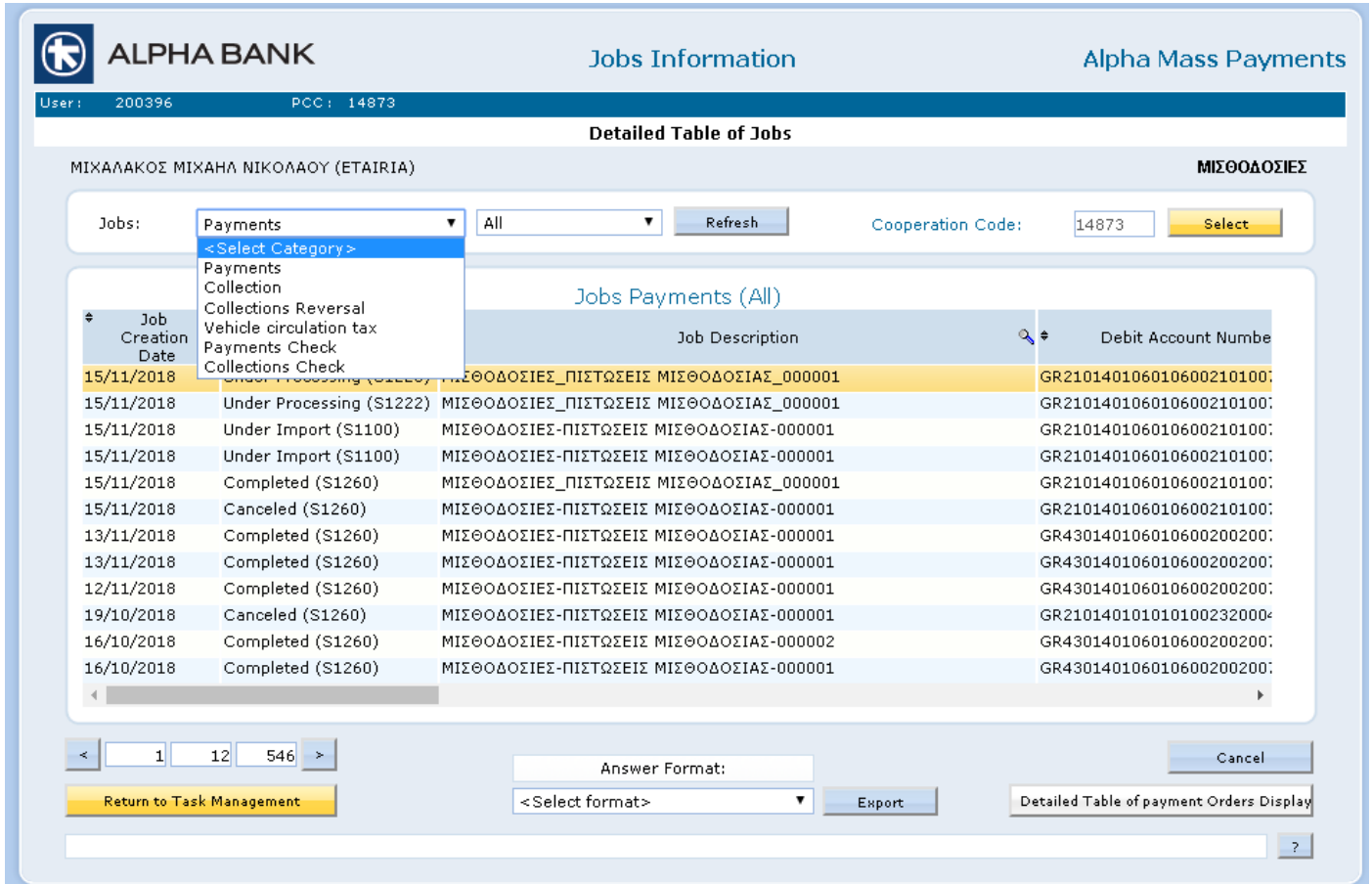
## Pricing

The pricing of Alpha Mass Payments for sending mass interbank order files is set at the subscription level for each new subscriber to the service and is determined by signing the product contract in the relevant annex.

## 11. TASK INFORMATION

This option is a monitoring tool that allows you to track the progress of your payments and search for your payment history information for each of your company's Credit/Debit Codes. Under certain conditions, it also allows you to delete a task that is in "Import" or "Edit" mode,

After selecting **Task Info** from the service home screen, you must select the task category you are interested in, and the Credit/Debit Code at the top right of the screen. Once you select the Credit/Debit Code from the panel, all tasks sorted by date, starting from the most recent, will appear on the screen.



**ALPHA BANK** Jobs Information Alpha Mass Payments

User: 200396 PCC: 14873

**Detailed Table of Jobs**

ΜΙΧΑΛΑΚΟΣ ΜΙΧΑΗΛ ΝΙΚΟΛΑΟΥ (ΕΤΑΙΡΙΑ) ΜΙΣΘΟΔΟΣΙΕΣ

Jobs: **Payments** All Refresh Cooperation Code: 14873 Select

<Select Category>

- Payments
- Collection
- Collections Reversal
- Vehicle circulation tax
- Payments Check
- Collections Check

**Jobs Payments (All)**

Job Creation Date	Job Description	Debit Account Number
15/11/2018	Under Processing (S1222) ΜΙΣΘΟΔΟΣΙΕΣ-ΠΙΣΤΩΣΕΙΣ ΜΙΣΘΟΔΟΣΙΑΣ_000001	GR210140106010600210100:
15/11/2018	Under Processing (S1222) ΜΙΣΘΟΔΟΣΙΕΣ-ΠΙΣΤΩΣΕΙΣ ΜΙΣΘΟΔΟΣΙΑΣ_000001	GR210140106010600210100:
15/11/2018	Under Import (S1100) ΜΙΣΘΟΔΟΣΙΕΣ-ΠΙΣΤΩΣΕΙΣ ΜΙΣΘΟΔΟΣΙΑΣ-000001	GR210140106010600210100:
15/11/2018	Under Import (S1100) ΜΙΣΘΟΔΟΣΙΕΣ-ΠΙΣΤΩΣΕΙΣ ΜΙΣΘΟΔΟΣΙΑΣ-000001	GR210140106010600210100:
15/11/2018	Completed (S1260) ΜΙΣΘΟΔΟΣΙΕΣ-ΠΙΣΤΩΣΕΙΣ ΜΙΣΘΟΔΟΣΙΑΣ_000001	GR210140106010600210100:
15/11/2018	Canceled (S1260) ΜΙΣΘΟΔΟΣΙΕΣ-ΠΙΣΤΩΣΕΙΣ ΜΙΣΘΟΔΟΣΙΑΣ-000001	GR210140106010600210100:
13/11/2018	Completed (S1260) ΜΙΣΘΟΔΟΣΙΕΣ-ΠΙΣΤΩΣΕΙΣ ΜΙΣΘΟΔΟΣΙΑΣ-000001	GR430140106010600200200:
13/11/2018	Completed (S1260) ΜΙΣΘΟΔΟΣΙΕΣ-ΠΙΣΤΩΣΕΙΣ ΜΙΣΘΟΔΟΣΙΑΣ-000001	GR430140106010600200200:
12/11/2018	Completed (S1260) ΜΙΣΘΟΔΟΣΙΕΣ-ΠΙΣΤΩΣΕΙΣ ΜΙΣΘΟΔΟΣΙΑΣ-000001	GR430140106010600200200:
19/10/2018	Canceled (S1260) ΜΙΣΘΟΔΟΣΙΕΣ-ΠΙΣΤΩΣΕΙΣ ΜΙΣΘΟΔΟΣΙΑΣ-000001	GR2101401010100232000:
16/10/2018	Completed (S1260) ΜΙΣΘΟΔΟΣΙΕΣ-ΠΙΣΤΩΣΕΙΣ ΜΙΣΘΟΔΟΣΙΑΣ-000002	GR430140106010600200200:
16/10/2018	Completed (S1260) ΜΙΣΘΟΔΟΣΙΕΣ-ΠΙΣΤΩΣΕΙΣ ΜΙΣΘΟΔΟΣΙΑΣ-000001	GR430140106010600200200:

1 12 546

Answer Format: <Select format> Export

Return to Task Management Detailed Table of payment Orders Display

Through the drop down list options at the top left, you can display the set of tasks that meet one of the selected search criteria, which are:

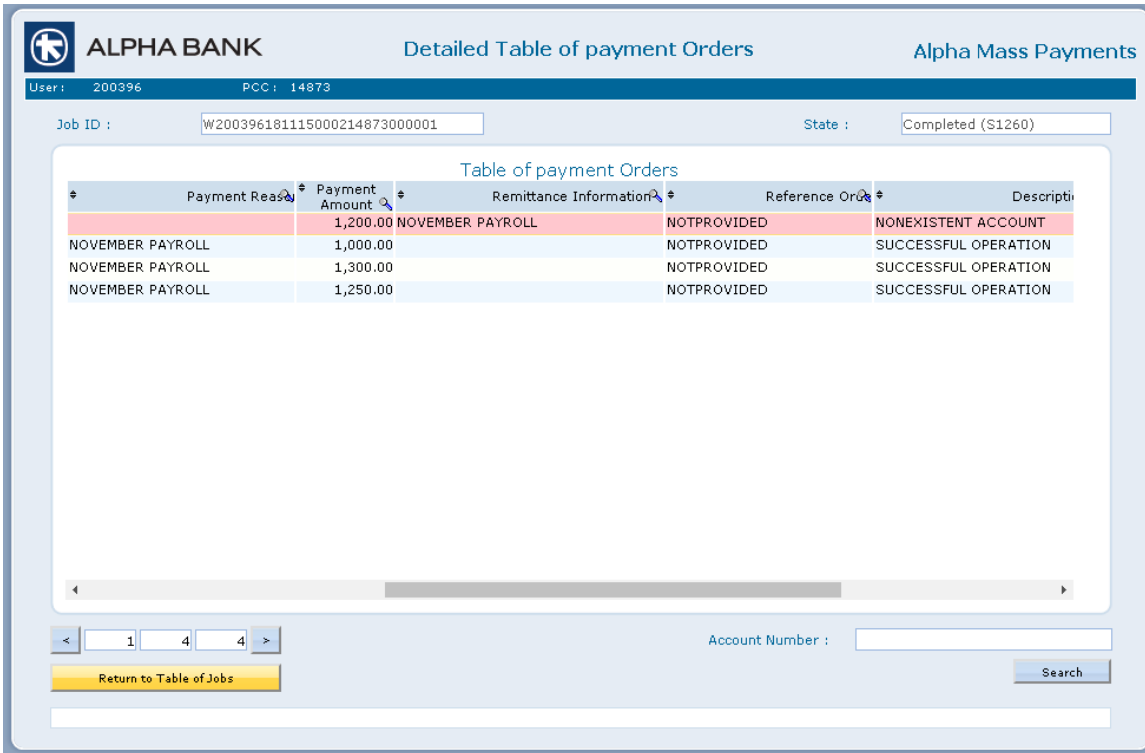
- **To be Received:** Payments sent to the Bank but that have not yet been finally received.
- **Saved:** Payments you have saved, but have not sent to import yet.
- **Import:** Your imported payments that you still have to execute and send to the Bank.
- **For Approval:** Your payments that have been received by the Bank, but whose amount has not been approved yet in the account chosen.
- **Edit:** Your payments that have been received by the Bank, whose amount has been approved in the account chosen and whose execution is under way.
- **Completed:** Your executed payments. For these payments, you can download a payment document in xml and **PDF** format.

- **New Refunds:** Your refunds for your interbank payments
- **Cancelled:** Payments that have been cancelled by you or the Bank.
- **All:** All your payments, regardless of status, in chronological order.

By moving the grey scroll bar on the right, you can see other columns with information about each task, such as Sent Value, Sent Entries, Total Executed Value, Transaction ID, Transaction Category etc.

Select a task by clicking on the desired row in the table. Once you have selected a task, you can see more information about it by choosing **Display Detailed Order List** in the bottom right (or just double-click on the desired task).

For completed tasks in the last column - Display - you will see the final result of each entry. Non-completed entries are marked in red, accompanied by a description of the reason.



**ALPHA BANK** Detailed Table of payment Orders Alpha Mass Payments

User: 200396 PCC: 14873

Job ID : W200396181115000214873000001 State : Completed (S1260)

Payment Reason	Payment Amount	Remittance Information	Reference Order	Description
NOVEMBER PAYROLL	1,200.00	NOVEMBER PAYROLL	NOTPROVIDED	NONEXISTENT ACCOUNT
NOVEMBER PAYROLL	1,000.00		NOTPROVIDED	SUCCESSFUL OPERATION
NOVEMBER PAYROLL	1,300.00		NOTPROVIDED	SUCCESSFUL OPERATION
NOVEMBER PAYROLL	1,250.00		NOTPROVIDED	SUCCESSFUL OPERATION


Account Number :

Return to Table of Jobs Search

## Response Files

Response files for completed tasks can be exported in **PDF (Receipt)** and xml format.

The options for receiving response files are only displayed under the task panel after you have chosen to display only Completed Tasks for the selected Credit/Debit Code (Select **Completed** in the list).


**ALPHA BANK**
Jobs Information
Alpha Mass Payments

User: 200396      PCC: 14873

Detailed Table of Jobs

ΜΙΧΑΛΑΚΟΣ ΜΙΧΑΗΛ ΝΙΚΟΛΑΟΥ (ΕΤΑΙΡΙΑ)
ΜΙΣΘΟΔΟΣΙΕΣ

Jobs: Payments




Cooperation Code: 14873

All
 

- To be Imported
- Under Import
- To be Approved
- Under Processing
- Completed
- Canceled
- New Returns
- All

Job Creation Date	State	Job Description	Debit Account Number
15/11/2018	Under Processing (S1222)	ΜΙΣΘΟΔΟΣΙΑΣ_000001	GR210140106010600210100;
15/11/2018	Under Processing (S1222)	ΜΙΣΘΟΔΟΣΙΕΣ_ΠΙΣΤΩΣΕΙΣ ΜΙΣΘΟΔΟΣΙΑΣ_000001	GR210140106010600210100;
15/11/2018	Under Import (S1100)	ΜΙΣΘΟΔΟΣΙΕΣ-ΠΙΣΤΩΣΕΙΣ ΜΙΣΘΟΔΟΣΙΑΣ-000001	GR210140106010600210100;
15/11/2018	Under Import (S1100)	ΜΙΣΘΟΔΟΣΙΕΣ-ΠΙΣΤΩΣΕΙΣ ΜΙΣΘΟΔΟΣΙΑΣ-000001	GR210140106010600210100;
15/11/2018	Completed (S1260)	ΜΙΣΘΟΔΟΣΙΕΣ_ΠΙΣΤΩΣΕΙΣ ΜΙΣΘΟΔΟΣΙΑΣ_000001	GR210140106010600210100;
15/11/2018	Canceled (S1260)	ΜΙΣΘΟΔΟΣΙΕΣ-ΠΙΣΤΩΣΕΙΣ ΜΙΣΘΟΔΟΣΙΑΣ-000001	GR210140106010600210100;
13/11/2018	Completed (S1260)	ΜΙΣΘΟΔΟΣΙΕΣ-ΠΙΣΤΩΣΕΙΣ ΜΙΣΘΟΔΟΣΙΑΣ-000001	GR430140106010600200200;
13/11/2018	Completed (S1260)	ΜΙΣΘΟΔΟΣΙΕΣ-ΠΙΣΤΩΣΕΙΣ ΜΙΣΘΟΔΟΣΙΑΣ-000001	GR430140106010600200200;
12/11/2018	Completed (S1260)	ΜΙΣΘΟΔΟΣΙΕΣ-ΠΙΣΤΩΣΕΙΣ ΜΙΣΘΟΔΟΣΙΑΣ-000001	GR430140106010600200200;
19/10/2018	Canceled (S1260)	ΜΙΣΘΟΔΟΣΙΕΣ-ΠΙΣΤΩΣΕΙΣ ΜΙΣΘΟΔΟΣΙΑΣ-000001	GR210140101010100232000;
16/10/2018	Completed (S1260)	ΜΙΣΘΟΔΟΣΙΕΣ-ΠΙΣΤΩΣΕΙΣ ΜΙΣΘΟΔΟΣΙΑΣ-000002	GR430140106010600200200;
16/10/2018	Completed (S1260)	ΜΙΣΘΟΔΟΣΙΕΣ-ΠΙΣΤΩΣΕΙΣ ΜΙΣΘΟΔΟΣΙΑΣ-000001	GR430140106010600200200;

< 1 12 546 >

Answer Format: <Select format>

Detailed Table of payment Orders Display

Select the task for which you want to receive a response file; under the task panel, select the file format you want to download from the drop-down menu and finally select **Export**. The file will be saved on your computer.

In the company's account movements, the reason given for completed tasks, depending on the type of task, will be Payroll Debits, Other Debits, Other Credits and accordingly Payroll Credits, Other Credits, Other Debits in Payroll/Partner Accounts.

**Comments:**

- Task and payment panels can display up to 15 entries. If there are more entries, you can use the two navigation keys at the bottom left (arrows).
- Users can cancel tasks that are being imported, saved or not yet approved by selecting **Cancel**. Cancelled tasks are transferred to the **Cancelled** panel and a SEPA response file (pain002.xml) is generated.
- The indication Cancelled may also appear for a task not cancelled by you personally. Cancellation of the task may have been made by the **Bank's Central Service** or automatically by the **system itself** if an error occurred during processing.

## 12. DOWNLOAD ELECTRONIC ACCOUNT STATEMENTS

Using **Download Electronic Account Statements**, you can search for and export older statements, either individually or as a group of accounts, but also dynamically create a new file (on demand).

ALPHA BANK Download Electronic Accounts Statements Alpha Mass Payments

User: 200396 PCC: 14873

Download Electronic Accounts Statements

MIXAΛAKOΣ MIXAHA NIKOΛAAY (ETAIRIA) ΜΙΣΘΟΔΟΣΙΕΣ

The latest (538) Account Statement files shown below are available.

Account Number / Group Accounts Nums: 10 GR6501401060106002002007778 Search Group Account Numbers Create a New File

Account Statement Files

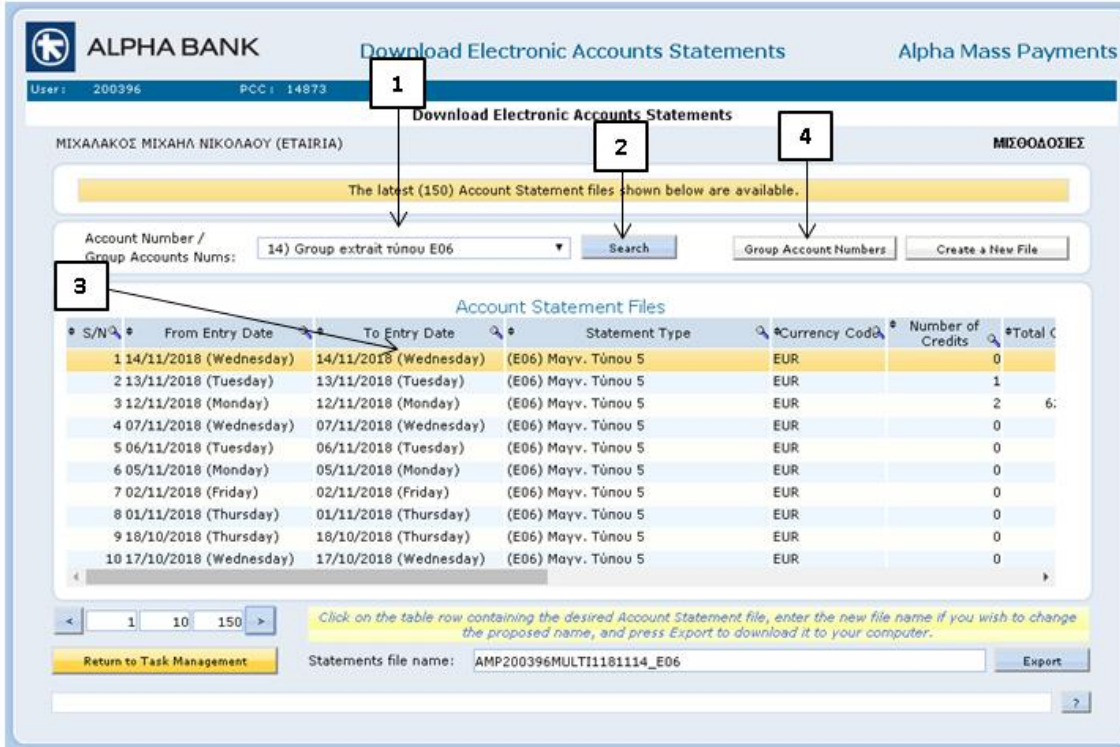
S/N	From Entry Date	To Entry Date	Statement Type	Currency Code	Number of Credits	Total Credits
1	13/11/2018 (Tuesday)	13/11/2018 (Tuesday)	(E12) PDF extrait (τ.ΑΕΔΑΚ)	EUR	0	
2	13/11/2018 (Tuesday)	13/11/2018 (Tuesday)	(E07) Μαγν. Τύπου 6 - ανεπεργό		0	
3	13/11/2018 (Tuesday)	13/11/2018 (Tuesday)	(E01) XML Extrait	EUR	0	
4	12/11/2018 (Monday)	12/11/2018 (Monday)	(E12) PDF extrait (τ.ΑΕΔΑΚ)	EUR	2	6:
5	12/11/2018 (Monday)	12/11/2018 (Monday)	(E07) Μαγν. Τύπου 6 - ανεπεργό		0	
6	12/11/2018 (Monday)	12/11/2018 (Monday)	(E01) XML Extrait	EUR	2	6:
7	05/11/2018 (Monday)	09/11/2018 (Friday)	(E11) Τύπου Vodafone Extrait	EUR	0	
8	05/11/2018 (Monday)	09/11/2018 (Friday)	(E09) Μαγν. Τύπου 6Α - Νομάρχεις	EUR	0	
9	06/11/2018 (Tuesday)	06/11/2018 (Tuesday)	(E12) PDF extrait (τ.ΑΕΔΑΚ)	EUR	0	
10	06/11/2018 (Tuesday)	06/11/2018 (Tuesday)	(E07) Μαγν. Τύπου 6 - ανεπεργό		0	

Click on the table row containing the desired Account Statement file, enter the new file name if you wish to change the proposed name, and press Export to download it to your computer.

Return to Task Management Statements file name: AMP2003960077820181113\_E12 Export

From the service home screen and once older statements have been produced, you can select the file you want and click **Export**.

If you wish to export bundled account statements, after arranging with the Bank to create the desired groups of accounts, select the desired group from the list [1], click on Search [2], choose the one you want from the list of generated statements [3] and click **Export**.



**ALPHA BANK** Download Electronic Accounts Statements Alpha Mass Payments

User: 200396 PCC: 14873

**1**

Download Electronic Accounts Statements

ΜΙΧΑΛΑΚΟΣ ΜΙΧΑΗΛ ΝΙΚΟΛΑΟΥ (ΕΤΑΙΡΙΑ) ΜΙΣΘΟΛΟΓΙΕΣ

The latest (150) Account Statement files shown below are available.

Account Number / Group Accounts Num: 14) Group extrait τίνου E06 **2** Search Group Account Numbers Create a New File

**3**

Account Statement Files

S/N	From Entry Date	To Entry Date	Statement Type	Currency Code	Number of Credits	Total C
1	14/11/2018 (Wednesday)	14/11/2018 (Wednesday)	(E06) Μαγν. Τίνου 5	EUR	0	
2	13/11/2018 (Tuesday)	13/11/2018 (Tuesday)	(E06) Μαγν. Τίνου 5	EUR	1	
3	12/11/2018 (Monday)	12/11/2018 (Monday)	(E06) Μαγν. Τίνου 5	EUR	2	6.
4	07/11/2018 (Wednesday)	07/11/2018 (Wednesday)	(E06) Μαγν. Τίνου 5	EUR	0	
5	06/11/2018 (Tuesday)	06/11/2018 (Tuesday)	(E06) Μαγν. Τίνου 5	EUR	0	
6	05/11/2018 (Monday)	05/11/2018 (Monday)	(E06) Μαγν. Τίνου 5	EUR	0	
7	02/11/2018 (Friday)	02/11/2018 (Friday)	(E06) Μαγν. Τίνου 5	EUR	0	
8	01/11/2018 (Thursday)	01/11/2018 (Thursday)	(E06) Μαγν. Τίνου 5	EUR	0	
9	18/10/2018 (Thursday)	18/10/2018 (Thursday)	(E06) Μαγν. Τίνου 5	EUR	0	
10	17/10/2018 (Wednesday)	17/10/2018 (Wednesday)	(E06) Μαγν. Τίνου 5	EUR	0	

Click on the table row containing the desired Account Statement file, enter the new file name if you wish to change the proposed name, and press Export to download it to your computer.

Statements file name: AMP200396MULTI1181114\_E06 **4** Export

Using the button **Account No. of Group** [4], you can see the accounts of the respective group.

To create a new file dynamically, click **Create New File** and select the account, the type of statement and the date you are interested in.

### Create a New File

Account Number:

Statement Type:

Transaction Date:



## 13. MANAGEMENT TASKS

This screen displays the following options:

1. Employee / Partner Management
2. Show Credit/Debit Codes
3. XML File Validity Check
4. File Templates in Excel format
5. Assignment Files

**ALPHA BANK** Task Management Alpha Mass Payments

User: STEFI1 PCC: 14779

**Task Management**

ΡΗΓΟΠΟΥΛΟΣ Α.Ε., ΜΙΣΘΟΔΟΣΙΑ

**X** 5. Administrative Tasks

- [1. Employees / Associates Management](#)
- [2. Cooperation Codes Display](#)
- [3. Check the Validity of XML files](#)
- [4. File Templates in Excel format](#)
- [5. Mandates Files](#)

Return

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In more detail, use the **Employee / Partner Management** option to check and modify the information of partners for each Credit/Debit Code you maintain in the application.

ALPHA BANK Employees / Associates Management Alpha Mass Payments

User: STEF11 PCC: 14779

**Employees / Associates Management - Cancellation**

ΡΗΓΟΠΟΥΛΟΣ Α.Ε. ΜΙΣΘΟΔΟΣΙΑ

Employees / Associates: All Cooperation Code: 14779

Employees / Associates (All)

Registration Number	Payment Reason	Account Number	Account Indicator	Last Indication
00005	TEST1	GR0601401010101002310007583	Open	Canceled

Account Num.:

Use **Show Credit/Debit Codes** to access your company's code list and the corresponding authorisations for each one.

ALPHA BANK Cooperation Codes Display Alpha Mass Payments

User: 200396 PCC: 14897

**Cooperation Codes Display**

ΜΙΧΑΛΑΚΟΣ ΜΙΧΑΗΛ ΝΙΚΟΛΑΟΥ (ΕΤΑΙΡΙΑ) ΧΡΕΩΣΕΙΣ DMF

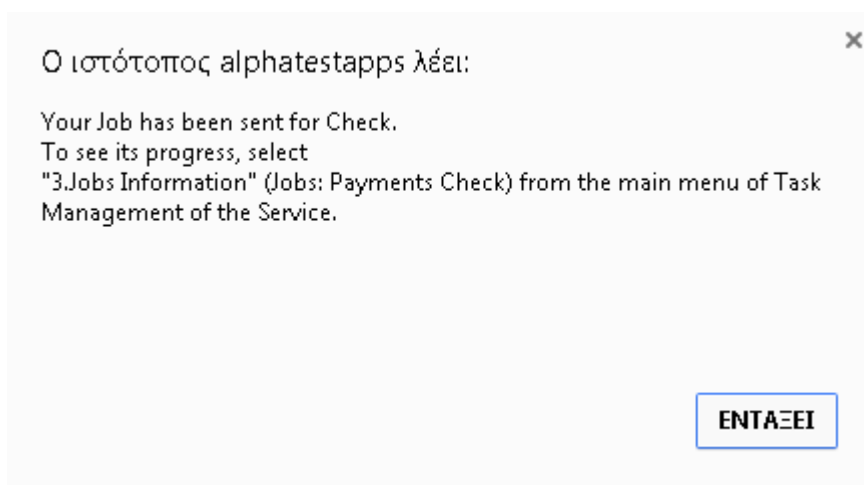
ΜΙΧΑΛΑΚΟΣ ΜΙΧΑΗΛ ΝΙΚΟΛΑΟΥ (ΕΤΑΙΡΙΑ)

Table of Cooperation Codes

Cooperation Code	Cooperation Description	Cooperation Type	Authorization
14873	ΜΙΣΘΟΔΟΣΙΕΣ	ΠΙΣΤΩΣΕΙΣ ΜΙΣΘΟΔΟΣΙΑΣ	P000
14875	ΠΙΣΤΩΣΕΙΣ ΔΕΣΜΕΥΣΗ	ΠΙΣΤΩΣΕΙΣ ΜΙΣΘΟΔΟΣΙΑΣ	P000
14889	ΠΑΓΙΑ ΕΝΤΟΛΗ ΚΑΡΤΑΣ		
14897	ΧΡΕΩΣΕΙΣ DMF	ΧΡΕΩΣΕΙΣ ΔΙΑΦΟΡΩΝ ΠΛΗΡΩΜΩΝ	P000
14916	ΜΙΣΘ ΚΡΥΠΤ	ΠΙΣΤΩΣΕΙΣ ΜΙΣΘΟΔΟΣΙΑΣ	
14926	CRYPTOGRAPHISI STEFANIAS	ΠΙΣΤΩΣΕΙΣ ΜΙΣΘΟΔΟΣΙΑΣ	
14930	CRYPTO STEFI NO2	ΠΙΣΤΩΣΕΙΣ ΜΙΣΘΟΔΟΣΙΑΣ	
14935	ΠΙΣΤΩΣΕΩΝ ΑΥΤΟΜΑΤΗ ΕΠΕΞΕΡΓΑΣΙΑ ΟΧΙ	ΠΙΣΤΩΣΕΙΣ ΜΙΣΘΟΔΟΣΙΑΣ	P000
14937	ΧΡΕΩΣΕΩΝ ΑΝΕΥ ΑΝΑΘΕΣΕΩΝ	ΧΡΕΩΣΕΙΣ ΠΡΟΜΗΘΕΥΤΩΝ	
14938	ΧΡΕΩΣΕΩΝ CMF	ΧΡΕΩΣΕΙΣ ΑΣΦΑΛΙΣΤΡΩΝ	
14941	ΜΙΣΘΟΔΟΣΙΑ	ΠΙΣΤΩΣΕΙΣ ΜΙΣΘΟΔΟΣΙΑΣ	

View Authorizations Display

Use the option “XML File Validity Check” to select an xml file you wish to upload to the Service for a validity check. If the file structure is correct, a corresponding success message will be displayed.



If the file structure is not correct, a message will be displayed showing the errors in the file.

Note that you need to use real production data in this file; the system will even detect cases where the file has already been received.

Please note that this option is only used to check files and not to record and run files. Once it has been successfully checked, you will need to follow the file download and run procedure, as stated in previous sections.

The screens used to check the file are the same as those for the file download and run process.

In the **File Templates in Excel format**, you can export standard Payment, Collection and Road Tax template files.

**ALPHA BANK** File Templates in Excel format Alpha Mass Payments

User: 200396 PCC: [ ]

**Download File Templates**

ΜΙΧΑΛΑΚΟΣ ΜΙΧΑΗΛ ΝΙΚΟΛΑΟΥ (ΕΤΑΙΡΙΑ) ΜΙΣΘΟΔΟΣΙΕΣ

Template Category : Payments  Cooperation Code :

- <Select Category>
- Payments
- Collection
- Vehicle circulation tax

?

Use **Assignment Files** to download assignment or rejection files.

**ALPHA BANK** Mandates Files Alpha Mass Payments

User: STEFI1 PCC: 14779

**Download Mandates / Rejection Files**

ΡΗΓΟΠΟΥΛΟΣ Α.Ε. ΜΙΣΘΟΔΟΣΙΑ

Select the Category for which you wish to receive a Mandates File, and then select the desired Cooperation Code.

Files Category: <Select Category>  Cooperation Code :

- <Select Category>
- Mandates requests Rejections
- Mandates in Alpha Bank Networks

Mandates files

Creation Date - Time	Results File Name	Received File Name	Reference Id
Select Files Category			

?

## 14. SENDING ISO 20022 XML FILES

Instructions for creating ISO 20022 XML files can be found on the Bank's website at [www.alpha.gr](http://www.alpha.gr).

## 15. CONTACT US

For Alpha Mass Payments operational support issues, please contact us at **210 326 9900** or by email at [masspayments@alpha.gr](mailto:masspayments@alpha.gr).

## 16. TROUBLESHOOTING

In the event of an unsuccessful upload of the AMP file through your browser, in contact with your telecommunications provider, try the following troubleshooting steps which are related to most common reasons of failure to complete the upload of the file through the Web Client and are not related to the Alpha Bank's systems.

- If two separate internet lines are being used for internet connection, you should ensure that the computer terminals which are used to process AMP service files are connected only to a specific single line.
- Disable IPV6 (if applicable).
- Disable port forwarding (if applicable).
- Disable the Firewall (available either from a self-Service portal your telecommunications provider may have, or from your own software).
- In the case a proxy server is being used, check the applied proxy policies, as they might not allow the upload of the file.
- Try uploading the file through a VPN provider.