

getting started

account information

payments

file download

payment files

local admin

iBusiness Banking User Guide



User Guide Version 15 – November 2014

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about this guide...

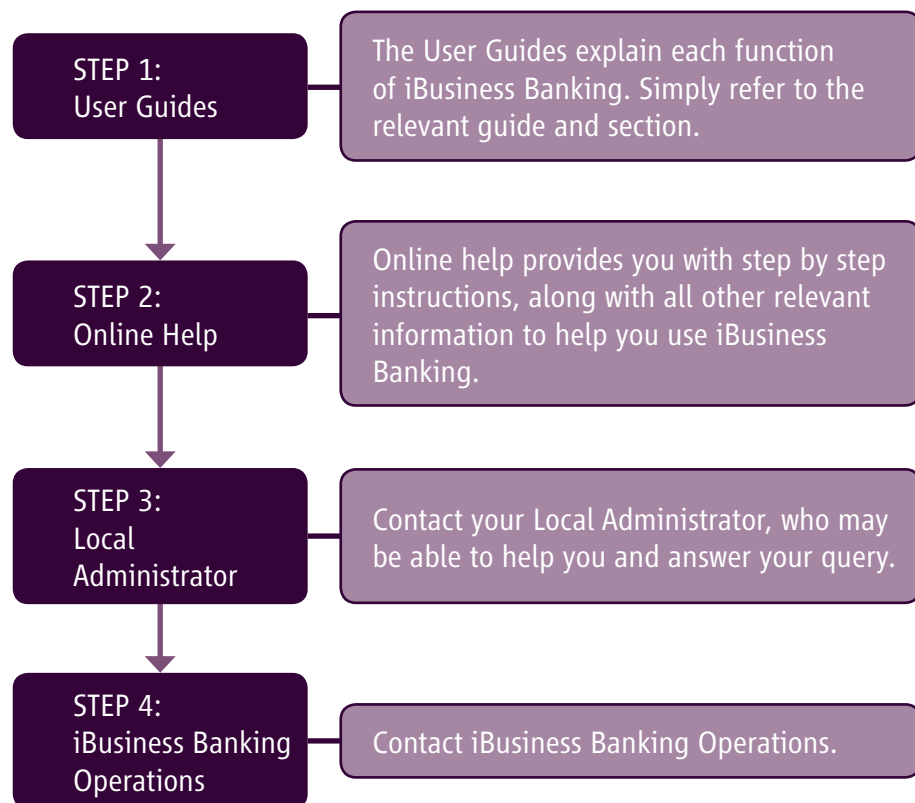
This User Guide details how to use iBusiness Banking. It provides reference information including an overview of the features of iBusiness Banking and should be read in conjunction with the Terms and Conditions of Use and your agreement with the Bank as a whole. This User Guide is intended for use by all Customers and Users of iBusiness Banking and should be also used in conjunction with the Online Help Facility. Where we refer to 'you' in the User Guide, it can mean you, the Customer, or you, the User, depending on the context.

Allied Irish Banks, p.l.c. is regulated by the Central Bank of Ireland.

steps to help...

If you need any assistance using iBusiness Banking, we provide a number of different ways to help you.

Where can I get assistance for using iBusiness Banking?



contact details

AIB,
iBusiness Banking,
1 Adelaide Road,
Dublin 2.

Telephone: 0818 72 00 00
International Customers: + 353 1 641 4889
Fax: + 353 1 608 9454
Email: ibb.customer.support@aib.ie
Hours of Support: 08:30 – 17:30 Business Days

Note:

To assist the Bank in addressing your query, you must provide such information and details as requested by the Bank in respect of the query.

Please also note that all telephone communications between iBusiness Banking and customers may be recorded for security and training purposes. This will assist us in ensuring that our support gives you as much help as possible in addition to giving you added security.

structure of user guide...

In order to help you find the information you need quickly, the User Guide is divided into three sections:

- **about...** – Provides information to help you understand the relevant function.
- **how to...** – Provides step-by-step instructions on how to carry out the various tasks on iBB.
- **appendices...** – This section will normally have tables of information which will be referred to throughout the rest of the UserGuide.

contents...

about...

• Account Information	Page 06
• Statements	Page 07
• Account Interest	Page 08
• Cheque Search	Page 09
• Standing Orders	Page 09
• Export Transactions	Page 10
• Detailed Balances	Page 10
• Consolidated Balances	Page 12

about...

how to...

• View a Statement and IBAN details	Page 14
• Query transactions on a statement	Page 15
• View Account Interest, Interest History and Interest History Details	Page 16
• View Interest Group, Interest Group History and Interest Group History Details	Page 17
• Carry out a Cheque Search	Page 18
• View Standing Orders	Page 19
• Export Transactions	Page 20
• View Detailed Balances, Account Limits and Balance History	Page 21
• View Consolidated Balances and convert total	Page 22
• Open an '.out' File	Page 23

how to...

appendices...

• Terms and Definitions	Page 25
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what's in this section...?

In this section, you will find details and descriptions about the following topics:

- Account Information
- Statements
- Account Interest
- Cheque Search
- Standing Orders
- Exporting Transactions
- Detailed Balances
- Consolidated Balances

We recommend that you read this section as it provides you with useful information which will help you get the most from iBusiness Banking.

about...

OVERVIEW

The **Account Information** screen allows the User to view balances for accounts which have been registered on iBusiness Banking.

MAIN SCREEN

Balances are displayed on the main Account Information screen. Where there is a number of accounts displayed, a scroll bar will be displayed to allow you to scroll to view further accounts.

The following details are displayed for each account:

Account Name: Name of the account.

Ccy: Currency of the payment.

NSC: National Sort Code (Bank Code) of the account (where available).

Account No: Account number of the account.

Balance: Balance of the Account.

Available Funds: Available Funds of the account*.

IBAN: This button displays the BIC and IBAN details of the account selected on screen.

If registered on iBusiness Banking, the balances of the following accounts can be viewed:

- AIB Branch Accounts.
- Currency Accounts.
- Credit Card Accounts.
- Finance and Leasing Accounts.
- Retail Deposit Accounts.
- Accounts held in other banks.

Balances for the AIB Branch Accounts and Currency Accounts are real-time while the balances for the other accounts are the previous working day's closing balance.

NOTE: Be aware that at certain off-peak times the system may not display your real-time balance as there is a necessity to update the system on a daily basis. However, this will not restrict you from accessing the system.

PRINT

You can print the details of this screen by selecting the PRINT option.

*Available Funds is only available to view on your AIB Current Accounts. If the Available Funds is not available to view on an account 'N/A' will be displayed.

Account Name	Ccy	NSC	Account No	Balance	Available Funds
Current Account	EUR	351201	12345678	1,234.56	1,234.56
Credit Card	EUR	351201	12345678	1,234.56	1,234.56
Finance and Leasing	EUR	351201	12345678	1,234.56	1,234.56
Retail Deposit	EUR	351201	12345678	1,234.56	1,234.56

Account Information

OVERVIEW

The **Statement** screen allows you to view transactions i.e. debits and credits, which have been posted to your accounts.

MAIN SCREEN

The Statement screen will display a list of transactions which have been posted to the account. Where there is a scroll bar to the right, this should be used to scroll down to view the most recent transactions.

The following details are displayed on the statement for each account:

- **Date:** Date the transaction was posted to the account.
- **Details:** Details relating to the transaction e.g. debit/credit narrative.
- **Debit:** Amount of the transaction if it is a debit transaction.
- **Credit:** Amount of the transaction if it is a credit transaction.
- **Balance:** Ledger Balance of the Account after the transaction.

NOTE: In addition to the above, there may be additional information displayed e.g. Value Date, for statements on certain account types.

Statements are available on the following accounts:

- Branch Banking Accounts.
- Currency accounts (93 00 67 and 23 85 90 accounts).
- Credit Card Accounts.
- Accounts held in other banks – MT940's (where facility is available to view such account).

The **Statement** screen allows you to:

- View transactions on an account for up to 180 days.
- Search for transactions on an account based on entered search criteria.
- View the IBAN (International Bank Account Number) for certain accounts.

PRINT

You can print the details of this screen by selecting the PRINT option. It is recommended that if you are printing out statements for Currency Accounts and MT940 Accounts that you print in landscape form.

For more details, please see the 'how to...' section.

Date	Details	Debit	Credit	Balance
25/06/2013	SP13042313445			
25/06/2013	DEPOSIT FIVE POUNDS	5.35		£1,727.28
25/06/2013	SP13042314140300			
25/06/2013	TO-BENEFICIARY ONE	5.82		
25/06/2013	SP13042314175500			
25/06/2013	INVOICE ABC LTD	13.75		£1,712.53
25/06/2013	SP13042312123400			
25/06/2013	INVOICE COMPANY S	5.52		£1,715.41
05/07/2013	PAY-QTR TO 28/06/13			
05/07/2013	SP13042314175500	3.25		£1,709.56
07/08/2013	ACCOUNT TWO		5.82	
07/08/2013	SALARY ACCOUNT		10.80	£1,719.57
12/08/2013	ACCOUNT TWO		5.80	
17/08/2013	Balance		5.50	£1,727.28

Statement Screen

The **Account Interest** screen allows you to view detailed Interest information about your accounts. This information can be used to actively manage your funds in order to reduce debit interest charges.

The following interest information is displayed on the screen:

- Opening Value Balance.
- Items Uncleared for Interest.
- Accrued Debit Interest to date, broken down into the various types of interest i.e. Debit, Surcharge, Uncleared and Set-off.
- Debit Interest Rate.
- Accrued Credit Interest to Date.
- Credit Interest Rate.
- Posting Account for interest.



When viewing details of accounts which are 'Grouped for Interest', the screen will also show 'Group Value Balances' and accounts which are part of the Interest Group. This information can be viewed by selecting the 'Interest Group' action which will be active if the selected account is grouped for interest.

(See Appendix 1 for explanations of terms used)

The **Account Interest History** screen allows you:

- View Account/Account Group Interest.
- View Account/Account Group Interest for a certain time period.
- View Account/Account Group Interest details for specific dates.

For more details, please see the 'how to...' section.

OVERVIEW

The **Cheque Search Query** screen allows you to search for cheques which have been issued by you and posted to your account.

The Cheque Search Query screen allows you to enter search criteria in order to search for cheques. You can base your query on one, or all, of the following:

- **Cheque Number:** Allows you to search for a single cheque or range of cheques.
- **Date Range:** Allows you to search for all cheques posted to your account between two dates.
- **Amount:** Allows you to search for cheques based on amounts.

NOTE: As the system will match all entered criteria, you should be sure that any data you enter is correct. If unsure, you should carry out a search for all cheques between two specific dates, ensuring that the date range is sufficiently long in duration.

For more details, please see the 'how to....' section.

Cheque Search Screen

STANDING ORDERS

OVERVIEW

The **Standing Order** option allows you to view a list of standing orders which are set up on an account. The following details can be viewed:

- **Payee** – Party to whom the payment is made.
- **NSC** – National Sort Code (Bank Code) of the branch where the payee has their account.
- **ACC** – Bank Account number of the payee.
- **Payer Ref** – Reference sent with the payment.
- **Amount** – Amount of the standing order.
- **Frequency** – Frequency of the payment.
- **Next Due** – Date when the next payment is due.
- **Start Date** – Date of 1st payment.
- **Expiry Date** – The Date when the standing order will expire, if an expiry date has been set.

For more details, please see the 'how to...' section.

Payee	NSC	Acc	Payer Ref	Amount/Frequency	Next Due	Start Date
M8 CLIENT 2	93-365 0707 1334	FROM CLIENT 2		1.00 M 12	10-10-2014	10-10-2012

Standing Orders Screen

OVERVIEW

The **Export Transactions** option allows you to export statement transactions and balances on iBusiness Banking out to a C.S.V. file i.e. Comma Separated Variable File. While these files can be opened on WordPad, they can also be opened in other software such as Microsoft Excel. This will allow you to display your balances and transactions on a spreadsheet that you can manipulate as required.

Balances and transactions can be exported from the following account types:

- Branch Banking Accounts.
- Currency Accounts.
- Multibank Accounts.

For more details, please see the 'how to...' section.



Export Transactions

DETAILED BALANCES

OVERVIEW

The Detailed Balances screen provides a more detailed analysis of the balances of your accounts.

MAIN SCREEN

Accounts are grouped under five headings:

- **Operating Accounts:** These include ROI Branch Accounts, First Trust Branch Accounts, AIB GB Branch Accounts and Currency Accounts (930067 and 238590).
- **Term Deposit Accounts.**
- **Finance and Leasing Accounts.**
- **Credit Card Accounts.**
- **Multi Bank Account** – MT940's.

NOTE: If you do not have a particular account registered to your iBB profile, then the heading will not be displayed on the Detailed Balances screen.

Account Name	Curr	Current Value	Left of Value	Current Leftover	Left of Leftover
SALARY ACCOUNT	EUR	11,463.09	11,000.09	11,463.09	11,000.09
BUSINESS CURRENT ACCOUNT	EUR	902.09	902.09	902.09	902.09

Detailed Balances

Depending on the heading selected, the information displayed for the accounts will differ. The following table details what information will be available under each tab.

Operating Accounts	Term Deposit Accounts	Finance and Leasing Accounts	Credit Card Accounts	Multi-Bank Accounts
<ul style="list-style-type: none"> • CCY – Currency of account • Opening Value Balance • Latest Value Balance • Opening Ledger Balance • Latest Ledger Balance 	<ul style="list-style-type: none"> • CCY – Currency of account • Maturity Date • Rate • Term • Balance 	<ul style="list-style-type: none"> • CCY – Currency of account • Limit • Maturity Date • Opening Ledger Balance 	<ul style="list-style-type: none"> • CCY – Currency of account • Limit • Statement Balance • Minimum Payment • Due Date • Latest Ledger Balance 	<ul style="list-style-type: none"> • CCY – Currency of account • Previous Opening Ledger • Opening Value Balance • Opening Ledger Balance

Also, for certain accounts, the following options are available:

- **Limit** – Allows you to view the loan and overdraft limit on an account. Where the selected account is grouped for Interest, then the 'Group Limit' will be displayed if the limit is viewed.
- **Balance History** – Allows you to carry out a Balance History query which will display the historical daily 'Closing Value Balance' and 'Closing Ledger Balance' for specific dates.

These options will be active when a valid account is selected.

For more details, please see the 'how to...' section.

For explanations of terms used, please see Appendix 1 – Terms and Definitions.

OVERVIEW

The **Consolidated Balances** screen allows you to view the balances of your accounts consolidated with the balances of other accounts denominated in the same currency e.g. the balances of all your accounts denominated in EUR will be totalled and shown in one consolidated balance. This allows you to see how exposed you are to a particular currency.

Additionally, the total of all the consolidated balances will be displayed in your base currency, which is usually EUR, but may differ from customer to customer. You can easily select a different currency and have the total of the consolidated balances converted into that currency. This provides you with an overall Group Cash position.

NOTE: Due to rounding differences, the consolidated balances shown on the screen are indicative only. Rates for conversions are updated daily.

MAIN SCREEN

On the Consolidated Balances screen, the accounts are grouped in the same manner as the Detailed Balances i.e.

- **Operating Accounts:** These include ROI Branch Accounts, First Trust Branch Accounts, AIB GB Branch Accounts and Currency Accounts (930067 and 238590).
- **Term Deposit Accounts.**
- **Finance and Leasing Accounts.**
- **Credit Card Accounts.**
- **Multi Bank Account** – MT940's.

NOTE: If you do not have a particular account registered to your iBB profile, then the relevant tab will not be displayed on the Consolidated Balances screen.

For more details, please see the 'how to...' section.

For explanations of terms used, please see Appendix 1 – Terms and Definitions.

The screenshot shows the 'Consolidated Balances' screen for 'Company One Ltd'. The table displays balances for EUR, GBP, JPY, and USD. The total balance is 11,479.19 EUR. The screen also includes a sidebar with navigation options and a footer with a 'Refresh' button.

Ccy	No of accts	Opening Value	Latest Value	Opening Ledger	Latest Ledger
EUR	4	11,463.09	11,463.09	11,463.09	11,463.09
GBP	10	12.79	12.79	12.79	12.79
JPY	1	0.00	0.00	0.00	0.00
USD	1	0.00	0.00	0.00	0.00
Total:					
EUR		11,479.19	11,479.19	11,479.19	11,479.19

Consolidated Balances

what's in this section...?

In this section, you will find step by step instructions on how to:

- View Statement and IBAN details
- Query transactions on a Statement
- View Account Interest, Account Interest History and Interest History Details
- View Interest Group, Interest Group History and Interest Group History Details
- Carry out a Cheque search
- View Standing Orders
- Export Transactions
- View Detailed Balances, Account Limits and Balance History
- View Consolidated Balances and Convert total
- Open an '.out' file

how to...

1. To view a statement on an account, select the account from the list of accounts on the Account Information screen.

2. Select **Statement** on the side menu.

The statement for your selected account will be displayed. Use the scroll bar, if displayed, to view your most recent transactions. The most recent transactions will be displayed where available.

3. Where there are additional transactions to view, the **More** button will be active. Select to view additional transactions.

4. To view a statement on another account, simply select the account from the **ACCOUNT** dropdown.

The statement for the newly selected account will be displayed.

5. To view the IBAN details for an account, select **IBAN**.

A pop-up will be displayed showing the IBAN and BIC details.

6. Select **Cancel** to return to the statement screen.

The screenshots illustrate the steps to view a statement and IBAN details in the AIB iBusiness Banking system.

Top Screenshot: Account Information

- 1**: Arrow points to the **ACCOUNT** dropdown menu.
- 2**: Arrow points to the **Statement** option in the left-hand side menu.

Bottom Screenshot: Statement

- 3**: Arrow points to the **More** button at the bottom of the transaction list.
- 4**: Arrow points to the **ACCOUNT** dropdown menu.
- 5**: Arrow points to the **IBAN** button at the bottom of the screen.

IBAN Account Information Pop-up

ACCOUNT	93-10-12	12341234	EUR
SALARY ACCOUNT			
BIC:	AIBKIE20		
IBAN:	IBAN IE65 AIBK 9310 1212 3412 34		

6: Arrow points to the **Cancel** button at the bottom of the pop-up.

1. From the Statement screen, select **Query**.

The **Transaction List Query** screen will be displayed.

2. Enter in a date range for your query in the **From Date** and **To Date** fields. Ensure the range is sufficient for your query.
3. From the **Transaction Type** dropdown, select the type of transactions you would like to have displayed in the query results. Options are:
 - **ALL** – This will display both credit and debit transactions which meet the criteria of your query.
 - **CR** – Only credits e.g. lodgements, which match your query will be displayed.
 - **DR** – Only debits e.g. cheques, which match your query will be displayed.
4. Select an option from the **Transaction Amount** dropdown. Options are:
 - **ALL** – (Default) All amounts will be displayed.
 - **<** – Only transactions with amounts less than the entered amount will be displayed.
 - **>** – Only transactions with amounts greater than the entered amount will be displayed.
 - **=** – Only transactions equal to the amount entered will be displayed.
 - **Between** – Only transactions between the entered amounts will be displayed.
5. Enter a narrative if you wish to search by narrative.

HINT: Use the '*' character as a wild card character e.g. 'Invoice*'; this will display all transactions with a narrative beginning with 'Invoice'.

6. When you have entered all your search data, select **Apply Query**.

The **Transaction List** screen will be displayed with transactions that meet the entered search criteria.

7. Select **Full Statement** to re-display the statement or **Query** to carry out another transaction query.

NOTE: To view further transactions click the **More** button.

Date	Details	Debit	Credit	Balance
14/06/2013	CT084R3QLVU0K0K0E ENDTOEND6		1.00	
14/06/2013	CT084R3QLVU0K0K0E ENDTOEND7		3.00	
14/06/2013	FP084R3QLVU0K0K0E	4.00		11.739.98
17/06/2013	FP184R3QLVU0K0K0E	6.30		11.733.63
18/06/2013	CT084R3QLVU0K0K0E ENDTOEND1		5.00	
18/06/2013	CT084R3QLVU0K0K0E ENDTOEND2		3.00	
18/06/2013	FP084R3QLVU0K0K0E	7.00		11.733.63
19/06/2013	CT084R3QLVU0K0K0E ENDTOEND7		4.00	

VIEW ACCOUNT INTEREST

1. To view the Interest screen, select **Interest** on the side menu.

The Account Interest screen for the selected account will be displayed.

2. To view interest details for another account, simply select the account from the **ACCOUNT** dropdown.

VIEW ACCOUNT INTEREST HISTORY

3. Select **Interest History**.

The Interest History Query screen will be displayed.

4. In the **From Date** and **To Date** fields, enter the date range for your Interest History Query. Both fields default to the current date.
5. Select **Apply Query** to apply your query. **Reset Query** will return value to default dates. **Cancel** will display the Account Interest screen.

The Interest History screen will be displayed with the results of your query.

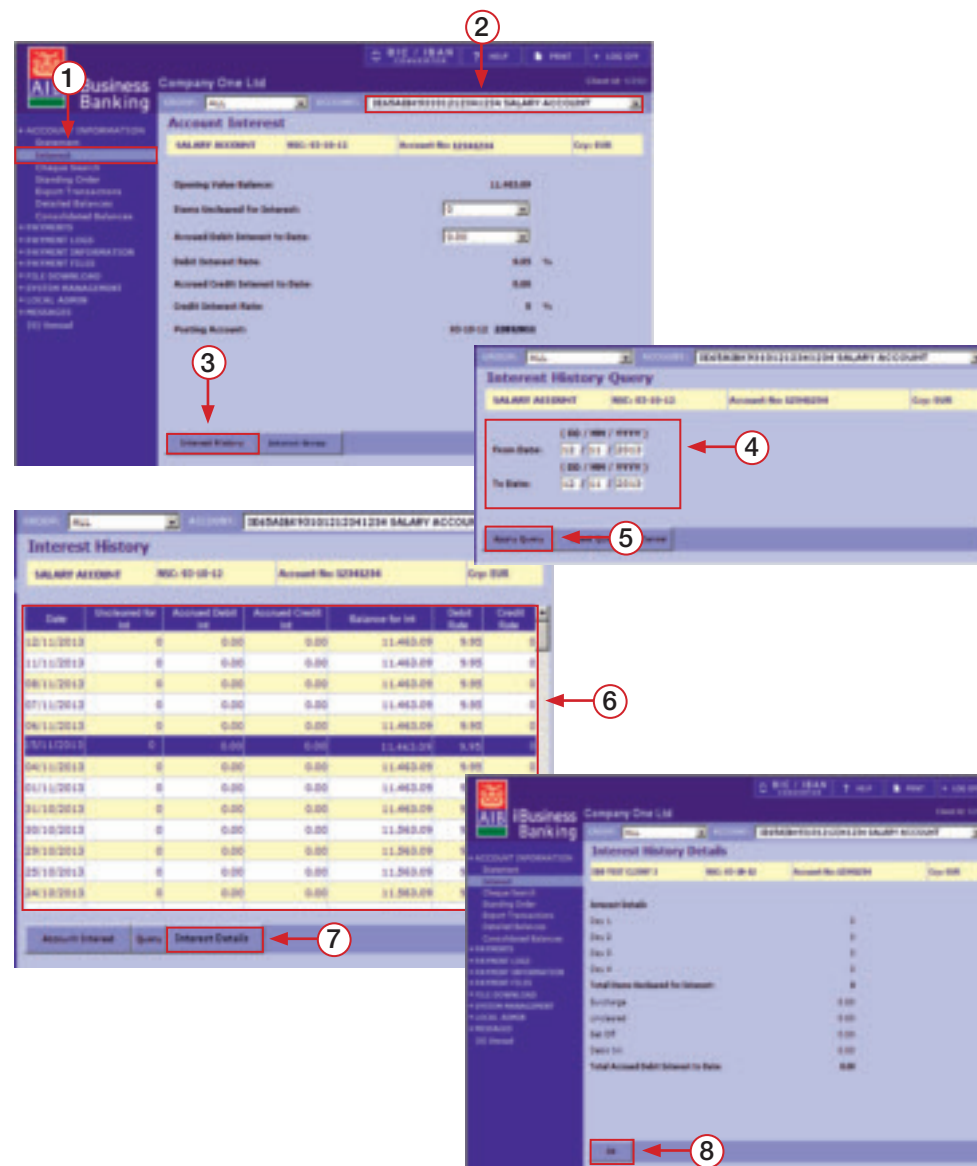
VIEW INTEREST HISTORY DETAILS

You can view a breakdown of the Interest for a specific date from the Interest History screen.

6. On the Interest History screen, select a date for which you would like to view Interest Details.
7. Select **Interest Details**.

The Interest Details screen will be displayed showing a breakdown of interest details for that day.

8. Select **OK** to return to the Interest History screen.



When the account selected is part of an 'Interest Group', you can view further details relating to the Interest Group. The 'Interest Group' button will be active if the selected account is part of a Group.

VIEW INTEREST GROUP

1. From the Account Interest screen, select **Interest Group**.

The Interest Group screen will be displayed.

NOTE: This screen displays Interest Details for the group. Additional information on this screen includes; 'Master Account', 'Posting Account' and 'Accounts in Group'.

VIEW INTEREST GROUP HISTORY

1. Select **Interest Group History**.

The Interest Group History Query screen will be displayed.

2. In the **From Date** and **To Date** fields, enter in the date range for your Interest History Query. Both fields default to the current date.
3. Select **Apply Query** to apply your query. **Reset Query** will return value to default dates. **Cancel** will display the Account Interest screen.

The Interest Group History screen will be displayed with the results of your query.

VIEW INTEREST GROUP HISTORY DETAILS

4. On the Interest Group History screen, select a date for which you would like to view Interest Details.
5. Select **Interest Details**.

The Interest Details screen will be displayed showing a breakdown of interest details for that day.

6. Select **OK** to return to the Interest Group History screen.

The screenshots illustrate the following steps:

- Account Interest screen:** The 'Interest Group' button is highlighted with a red box and a circled '1'.
- Interest Group History Query screen:** The 'From Date' and 'To Date' fields are highlighted with a red box and a circled '2'. The 'Apply Query' button is highlighted with a red box and a circled '3'.
- Interest Group History screen:** A table of results is displayed. The table has columns: Date, Interest Rate, Interest Period, Interest Amount, and Total Interest. The data shows interest for various dates in 2009.
- Interest Group History screen:** A date is selected from the table, highlighted with a red box and a circled '4'.
- Interest Group History screen:** The 'Interest Details' button is highlighted with a red box and a circled '5'.

1. To access the Cheque Search screen, select **Cheque Search** on the side menu. The Cheque Search Query screen will be displayed.
2. If you wish to search by Cheque No, enter the details in the **Cheque No:** field:
Single Cheque: To search for a single cheque, enter the cheque number in both fields.
Cheque Range: To search for a number of cheques, enter the cheque number at the start of the range in the first input box and the end of range cheque number in the 'to' input box.
All cheques within a date range: Leave both Cheque No. fields blank if you would like to see all cheques posted to your account between a specific date range.
3. Enter a date range in the **From Date:** and **To Date:** fields. The query will only look for cheques posted to your account between these two dates.

NOTE: If you enter a cheque number in the **From Date** field, but do not enter a cheque number in the **To Date** field, the query will return details of the cheque (if it has been debited) and will also display details of any cheque, after that cheque number, that has been debited.

4. If you wish to search by amount, select an option from the **Amount** dropdown and then enter amounts. Options are:
ALL – Query will search for all amounts. Select this option if you are unsure of the cheque amount.
= – Searches for a cheque with a specific amount.
> or < – Search for cheques which are greater than or less than the amount entered.

NOTE: Because the query matches ALL of the entered search criteria, you should only enter an amount if you are sure it is correct. If the amount you enter is wrong, the query will not find the cheque and display the details, even if the cheque has been debited.

5. From the **Sort By** dropdown, select how you would like your results to be sorted. Options are:
Posted Date: Sort by the date that the cheques were applied to the account.
Cheque Number: Sort by cheque number.
Cheque Amount: Sort by cheque amount.
6. When you have entered all your data, select **Apply Query**. Details of cheques matching the entered criteria will be displayed. (Select **Reset Query** to reset the data on screen)

1. To access the Standing Orders screen, select **Standing Orders** on the side menu.

The **Standing Order** screen will be displayed.

2. If there are more standing orders to be displayed, the **More** button will be active. Select **More** to display additional standing orders.
3. To view standing orders on another account, select the account from the **ACCOUNT** dropdown.

The screenshot shows the AIB iBusiness Banking interface for 'Company One Ltd'. The sidebar menu on the left includes options like 'ACCOUNT INFORMATION', 'Statement', 'Interest', 'Cheque Search', and 'Standing Orders' (which is highlighted with a red box and a circled '1'). The main content area is titled 'Standing Orders' and shows account details: 'SALARY ACCOUNT', 'NSC: 93-10-12', 'Account No: 12345678', and 'Curr: EUR'. Below this is a table of standing orders with columns: Payee, BIC, Acc, Payer Ref, Amount, Frequency, Next Due, and Start Date. The table contains one entry: '100 CLIENT 3', '931345 07071234', 'FROM CLIENT4', '1.00 M 12', '18-10-2014', and '18-10-2012'. At the bottom of the table, there is a 'More' button (highlighted with a red box and a circled '2') and a search bar. In the top right corner, there is a 'BIC / IBAN CONVERTER' button (highlighted with a red box and a circled '3') and a 'PRINT' button.

Payee	BIC	Acc	Payer Ref	Amount	Frequency	Next Due	Start Date
100 CLIENT 3	931345	07071234	FROM CLIENT4	1.00 M 12		18-10-2014	18-10-2012

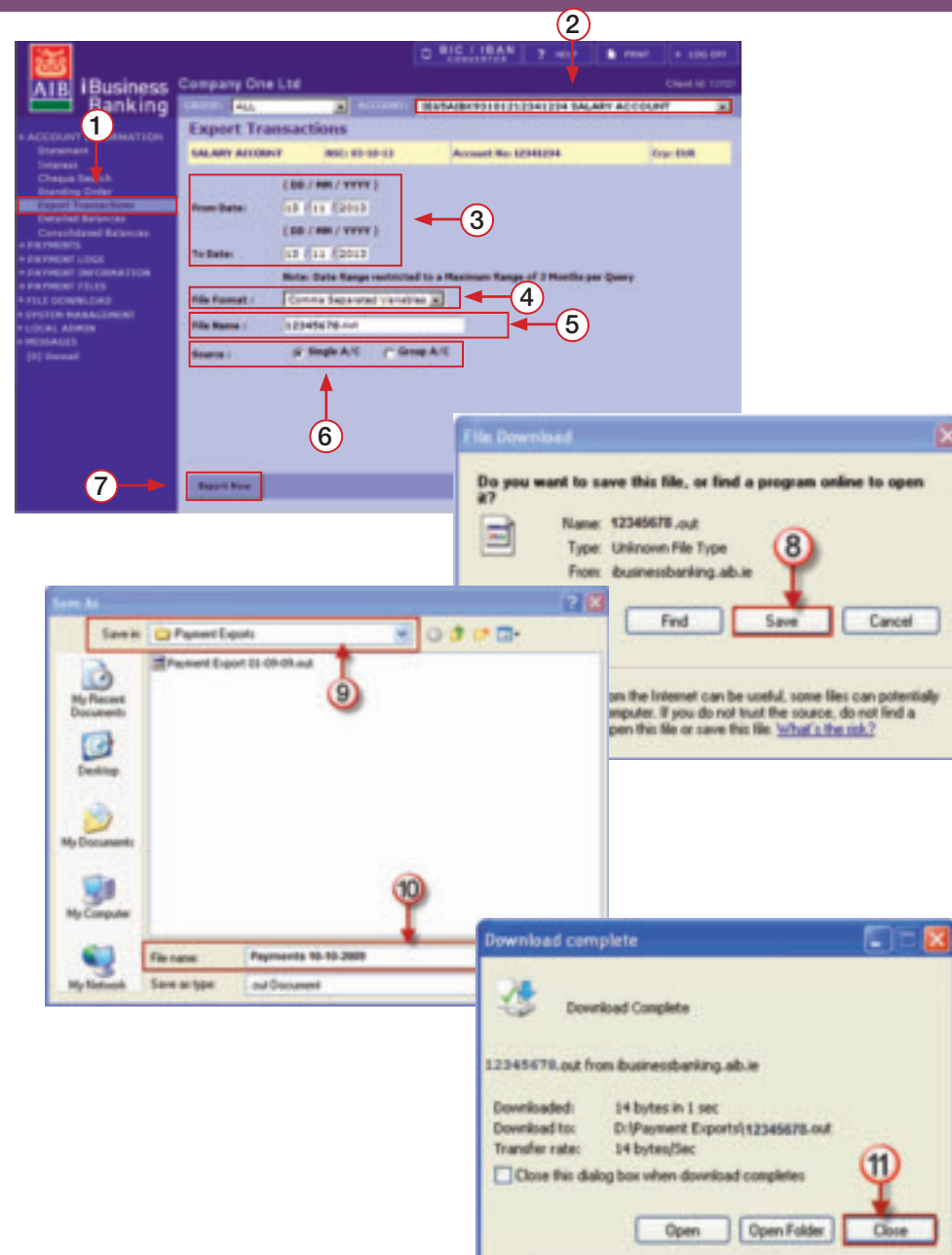
1. To access the Export Transactions screen, select **Export Transactions** on the side menu.
The **Export Transactions** screen will be displayed.
2. Select the account from the **ACCOUNT** dropdown.
3. Enter in a date range for your transactions in the **From Date** and **To Date** fields.

NOTE: The maximum allowed date range of an export query is any three months over the previous six month period. If you exceed this three month restriction you will be requested to refine the date range of your export query. There is six months of information available for the user to export but only a three month period (example: 01/01/10 to 31/03/10) is available to query at any one time. Maximum 'To Date' is restricted to the previous working date.

4. The **File Format** will always be **Comma Separated Variables**.
5. The **File Name** will default to the account number of the selected account. You can change the file name to one of your choice, ensuring it is not a file name that already exists.
6. Select the source of your export. You have two options:
Single A/C: Default selection. This will export transactions from the account selected in the **ACCOUNT** dropdown.
Group A/C: This will export transactions from the accounts which are part of the Account Group selected in the **GROUP** dropdown.
7. When you have entered all the data, select **Export Now**.
8. A **File Download** pop-up will be displayed. Select **Save**.
9. The **Save As** screen will be displayed. Select the location to save the file in the **Save in** dropdown.
10. Enter the name of the file in the **File name** field and then select **Save**.
11. Once the transactions have been exported to the file, the **File Download complete** screen will be displayed. Select **Close** to return to the **Export Transactions** screen.

Your transactions have now been downloaded. They can be opened in Word Pad or a spreadsheet application such as Excel. See 'how to open an '.out' file'

NOTE: If there are no transactions on an account for a particular day, the **Closing Ledger** and **Closing Value Balance** will be reported for that day.



VIEW DETAILED BALANCES

1. To access the Detailed Balances screen, select **Detailed Balances** on the side menu.

The **Detailed Balances** screen will be displayed. Select the tab headings to view list of accounts under the various account groupings.

NOTE: Ensure ALL is selected in the GROUP dropdown to ensure all balances are displayed on the Detailed Balances screen.

VIEW LIMIT ON AN ACCOUNT

2. To view the limit on an account, select the account from the list of accounts on the Detailed Balances screen.

3. Select **Limit**.

The **Limit** screen is displayed showing the limit of the selected account.

4. Select **Detailed Balances** to display the Detailed Balances screen.

VIEW BALANCE HISTORY

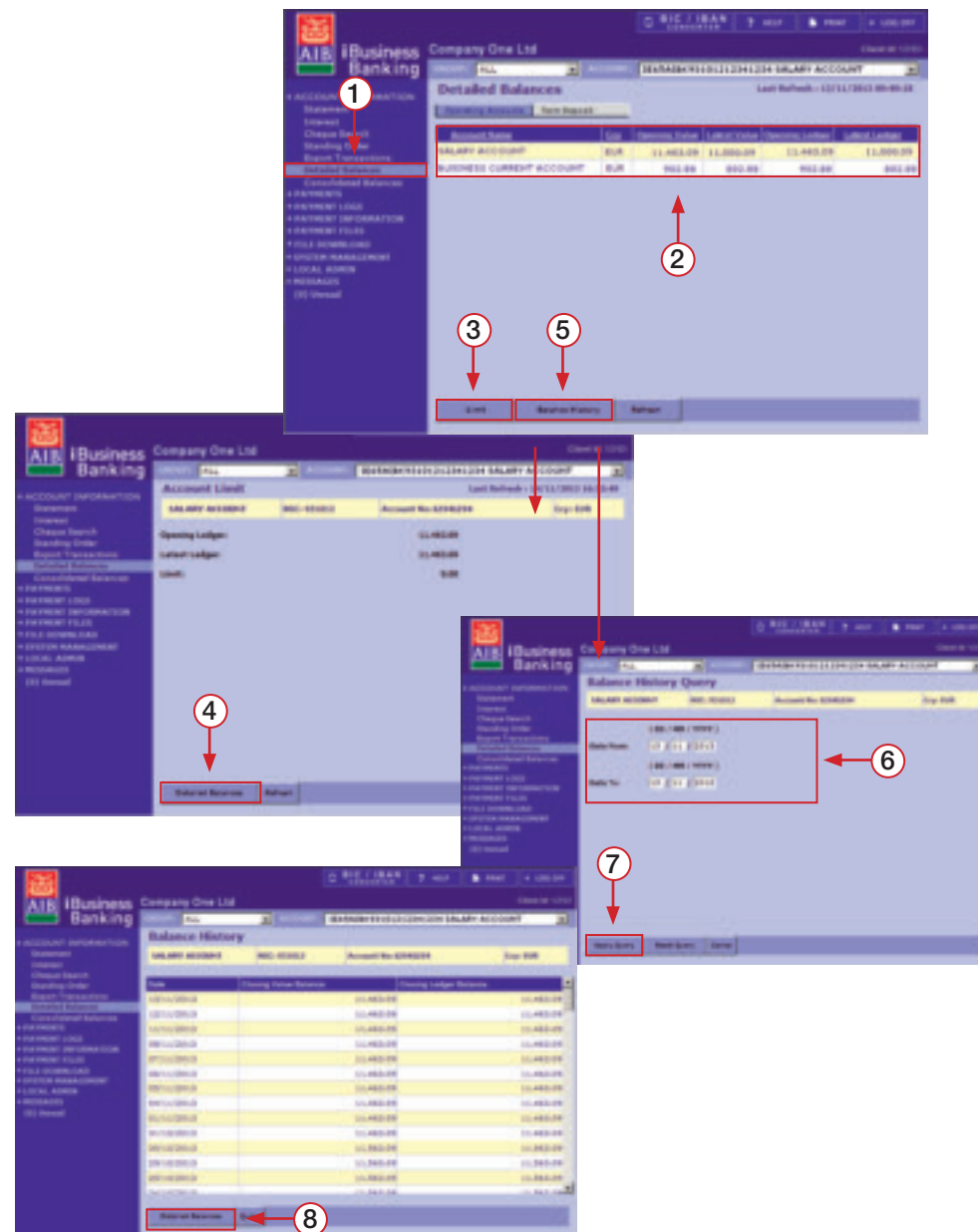
5. To view the Balance History on an account, select the account from the list of accounts and then select **Balance History**.

The **Balance History Query** Screen is displayed.

6. Enter the date range for your query in the **Date From** and **Date To** fields.
7. When you have entered the dates, select **Apply Query**. (Select **Reset Query** to reset the screen or **Cancel** to return to the Detailed Balances screen)

Your results will be displayed on the **Balance History results** screen.

8. Select **Detailed Balances** to return to main screen or **Query** to carry out another Balance History query.



1. To access the Consolidated Balances, select **Consolidated Balances** on the side menu.

The **Consolidated Balances** screen will be displayed. Select the tab headings to view the list of accounts under various account groupings.

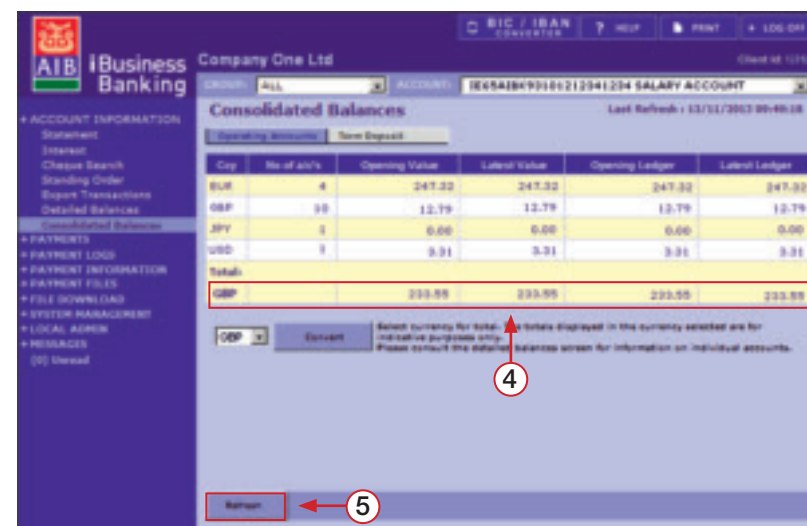
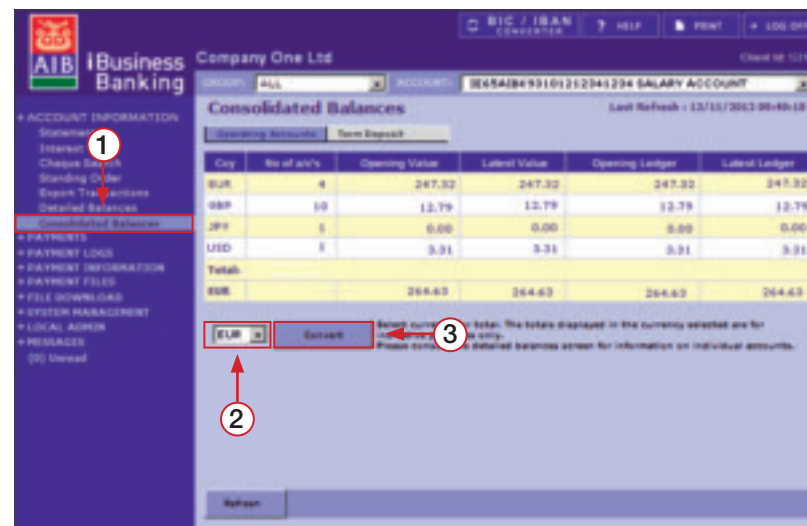
NOTE: Ensure **ALL** is selected in the **GROUP** dropdown to ensure all balances are displayed on the Consolidated Balances screen.

The total for each tab will default to your base currency.

2. To view the total in a different currency, select the currency from the currency dropdown.
3. Select **Convert**.
4. The total will be displayed in the selected currency.

NOTE: The total displayed in the currency selected is for indicative purposes only.

5. To update the balances, select **Refresh**.



When you export data from iBusiness Banking e.g. Export Transactions, the file is exported in an '.out' format. The following shows you how to open such a file.

1. Open the software package in which you will open the 'out' file e.g. Microsoft Excel. Select **Open** and navigate to the location where you saved the file. Ensure that **All Files** is selected in the **File Type** dropdown. Select the file and then **Open**.

The Text Import Wizard – Step 1 of 3 is displayed.

2. Select **Delimited** as description of data in file and then select **Next**.

The Text Import Wizard – Step 2 of 3 is displayed.

3. Select **Tab** and **Comma** as delimiters.
4. Select **Next**.

The Text Import Wizard – Step 3 of 3 is displayed.

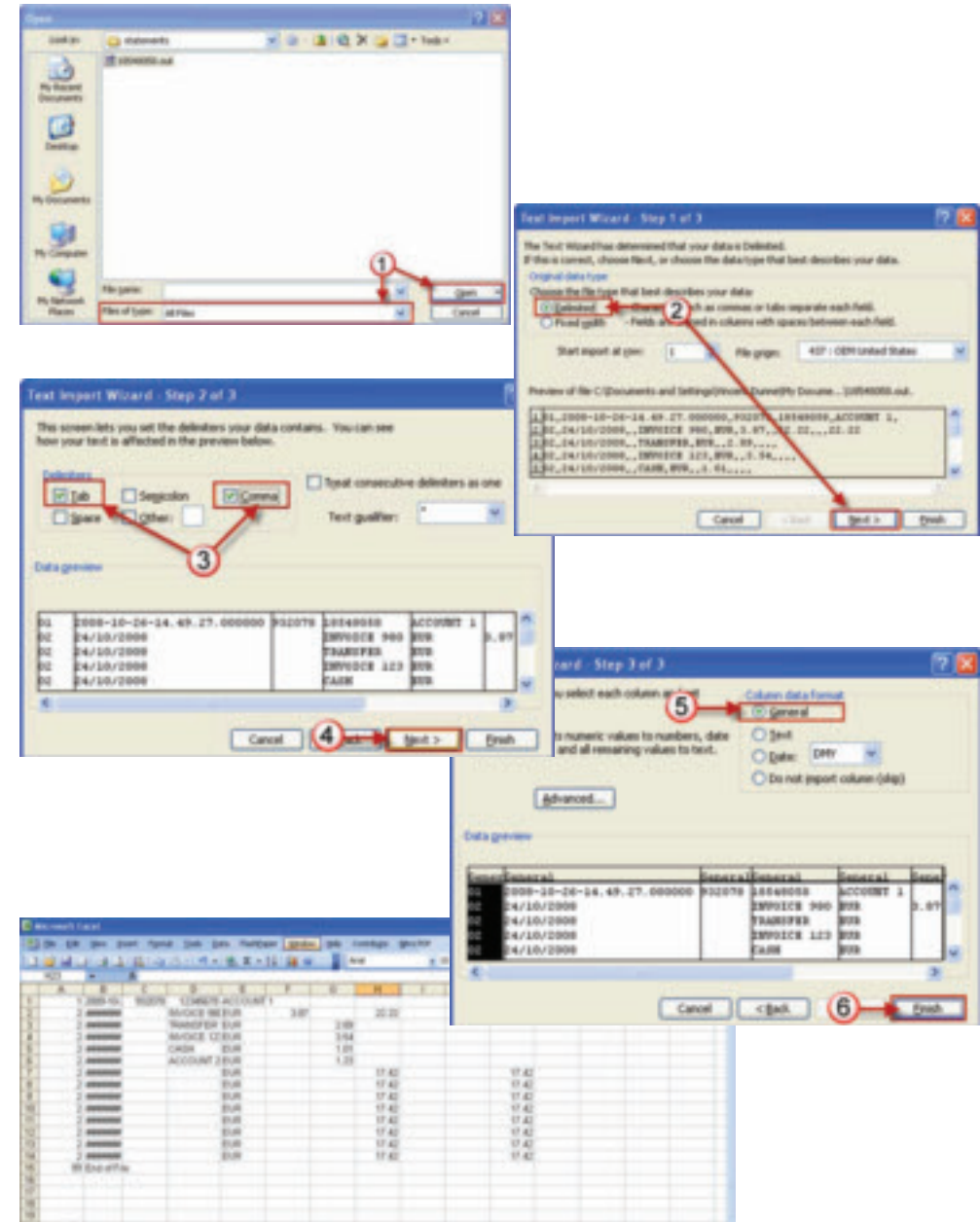
5. Ensure the Column data format is **General**.
6. Select **Finish**.

The imported details will be displayed in the software you are using. If you are using Microsoft Excel, you may need to increase the size of the columns to view the data.

OPEN an '.out' file in NOTEPAD

1. Open **Notepad**.
2. Select **Open** and locate the file. Select **Open** to open the file.

NOTE: Notepad does not allow you to format the information in the same way as software packages such as Microsoft Excel. The information is displayed on one line, making it hard to read.



what's in this section...?

In this section, you will find the following appendices:

- Appendix 1: **TERMS AND DEFINITIONS** – Provides full explanations of the terms and conditions you will see in the ACCOUNT INFORMATION Section.

appendices...

Term	iBusiness Banking Screen	Definition
Account in Group	Group Account Interest	These are the component accounts that form a Group of Accounts that the Bank uses to: <ul style="list-style-type: none"> • Calculate Group Interest, and/or, • Calculate Group Balances and Limits.
Accrued credit interest to date	Account Interest	The total credit interest accrued on an Account, or a Group of Accounts, but not yet credited to the account.
Accrued debit interest to date	Account Interest	This is the total Debit Interest accrued, but not yet charged, to an Account or a Group of Accounts. The Debit Interest accrued will comprise of the following: <ul style="list-style-type: none"> • Debit Interest. • Uncleared Interest. • Set-off Interest. • Surcharge Interest.
Available Funds	Account Information Screen Payment Screens	Your 'Available Funds' shows the actual amount you can transfer or withdraw from your account including where applicable any overdraft limit approved on your account.
Balance	Account Information Screen	Depending on the type of account, this column will display different balances as listed below: <ul style="list-style-type: none"> • Branch Accounts – Latest Ledger Balance. • Currency Accounts – Latest Ledger Balance. • Credit Card Accounts – Latest Ledger Balance. • Finance and Leasing Accounts – Closing Ledger Balance from previous working day. • Retail Deposit Accounts – Closing Ledger Balance from previous working day. • Multibank (accounts in other banks) – Most recent Closing Ledger Balance received.
Balance for interest	Interest History	The Balance used to calculate interest that day.
BIC	Account Information Payment Screens	Bank Identifier Code
Closing ledger balance	Detailed Balances Consolidated Balances	Statement balance at close of business day which includes all transactions posted since the start of the business day.
Closing value balance	Balance History	This is the balance at the close of business day upon which interest calculations have been made. It is also used to calculate interest if the account is part of a Group of Accounts set-off for interest purposes (see definition of Set-off).
Credit interest rate	Account Interest – Interest History	This is the prevailing Interest Rate at which Interest is calculated and paid.
Current balance	Detailed Balances – Credit Card	Latest ledger balance of the credit card.

Term	iBusiness Banking Screen	Definition
Debit interest	Account Interest	If you have an agreed overdraft limit and you avail of this facility, you will be charged Debit Interest on the amount of the overdraft that you avail of. The debit interest will be charged at the prevailing rate for your account. If you have no agreed overdraft facility, and you overdraw your account, then you will pay debit interest at the rate applicable to your account, together with Surcharge Interest.
Debit interest rate	Account Interest	This is the prevailing Interest Rate, at which debit interest is charged.
Due date	Credit Card Detailed Balances	Due date of the minimum payment from the last credit card statement issued.
Group opening value balance	Group Account Interest	This is the cleared balance at the start of the business day, for interest purposes.
Group latest value balance	Group Account Interest	This is the Group Opening Value Balance, adjusted by any items posted today to a Group of Accounts, set-off for interest purposes, which affect Interest Calculations, at the point in time that the enquiry/refresh is made.
Item uncleared for interest	Account Interest	This is the breakdown of amounts, for which AIB is awaiting value (see 'Uncleared Interest' definition).
IBAN	Account Information Payment Screens	International Bank Identifier Code
Latest ledger balance	Detailed Balances Screen Consolidated Balances	Latest statement balance – includes transactions posted since the start of the business day up to the point in time that the enquiry/refresh is made.
Latest value balance	Detailed Balances Screen	This is the Latest Ledger Balance, adjusted by any items posted to the account which affect Interest calculations at the point in time that the enquiry/refresh is made. For instance, a lodgement posted to the account that day, containing cheques drawn on another bank will not be reflected in the Latest Value Balance.
Ledger balance	Detailed Balances – Finance and Leasing	Previous night's Ledger Balance.
Limit	Detailed Balances – Credit Card	The Credit Limit from the last statement issued.
Limit	Detailed Balances – Finance and Leasing	The amount of the loan.
Master account	Limit Group Group Account Interest	This is the leading account in a Group of Accounts. In the case of a Group of Accounts set-off for principal, it is the account to which the shared limit is assigned. In the case of a Group of Accounts set-off for Interest, it is the Account to which Interest is posted.
Maturity date	Detailed Balances – Finance and Leasing	The date on which the loan matures.
Maturity date	Detailed Balances – Term Deposit	If the selected account is a fixed deposit account, this is the date at which the deposit matures. If not, this field is blank.

Term	iBusiness Banking Screen	Definition
Minimum payment	Detailed Balances – Credit Card	Minimum payment amount from the last statement issued.
Opening ledger balance	Detailed Balances Consolidated Balances	Statement Balance at the start of working day.
Opening value balance	Account Interest Detailed Balances Consolidated Balances	This is the cleared balance at the start of the Business Day for Interest purposes.
Posting account	Account Interest	The account that accrued interest (whether credit or debit) will be posted to/charged to on the night that credit/debit interest is posted.
Posting date	Statement	Date on which transactions are posted to the ledger of the account.
Rate	Detailed Balances – Term Deposits	The prevailing Interest Rate for that account.
Set-off interest	Account Interest	Where a Borrower has an overdraft and at the same time maintains a credit current account with the same branch and the Bank has a right to set-off the balances in those accounts, the Bank may agree to charge a reduced rate of interest (subject to a minimum of 1% per annum, but this may change) on that portion of the overdrawn balance covered by the credit balance.
Statement balance	Detailed Balances – Credit Card	The Balance from the last statement issued.
Surcharge interest	Account Interest	<p>Unscheduled or unauthorised borrowings by a Customer, obliges the Bank to arrange impromptu funding in the money market and generate additional administrative activities. This gives rise to costs, expenses and risk to the bank, which are covered by the application of surcharge interest. Surcharge Interest, in addition to the interest applicable to the facility, will be charged:</p> <ul style="list-style-type: none"> (i) When the balance (or the net aggregate balance) on any account(s) exceeds the relevant limit or an account is overdrawn without a sanctioned limit ('excess balances'), and (ii) Where any residual debit balance remains unpaid, after the Bank has demanded payment or after the expiry of the review date or the repayment period of the facility, without the Bank's agreement to extend or renew the facility ('residual balances'). <p>Surcharge interest will apply to excess balances and residual balances for the duration thereof.</p>
Term	Detailed Balances – Term Deposit	The term for which the deposit has been placed.

Term	iBusiness Banking Screen	Definition
Uncleared interest	Account Interest	<p>Uncleared Interest is incurred where drawings are made against lodgements that have not yet cleared for value/interest purposes. For example, when cheques or other items drawn on other banks, are lodged to your account, the amount of the lodgement is shown on your Account Ledger on the day of the lodgement. However, at that time, the Bank has not yet received value for them. To do so, the Bank must go to the Inter-Bank Exchange to collect value from other Banks. Until that process is completed, such items are called 'Uncleared Items' and any withdrawals made against them will be charged Uncleared Interest (in addition to surcharge interest where applicable). The process to obtain value for most cheques drawn on Irish Banks usually takes one working day, however, Postal Orders and cheques drawn on overseas banks take longer. Uncleared Interest is charged at the Debit Interest Rate.</p> <p>Note: Clearance of cheques for value/interest does not mean that a cheque has been honoured by the receiving bank. It may take time to clear and can be returned unpaid at a later stage.</p>
Value date	Statement	For certain transaction types, it is the date on which the transaction (or part thereof) is cleared for the purpose of calculating Interest.
Yesterday's closing ledger balance	Detailed Balances – MT940 Multibank Accounts	Most recent Closing Ledger Balance received from your bank.
Yesterday's closing value balance	Detailed Balances – MT940 Multibank Accounts	Most recent Closing Value Balance received from your bank.
Yesterday's opening ledger balance	Detailed Balances – MT940 Multibank Accounts	Most recent Opening Ledger Balance received from your bank.

