

## User Manual for the Service

# @FAKTURA•24

*Dear Customers,*

*The @FAKTURA 24 service is a modern method of invoicing allowing you to issue, send and receive invoices in an electronic format.*

*The @FAKTURA 24 service saves your time and costs related to invoicing.*

### **The @FAKTURA 24 service**

is at your disposal

**24 hours a day, 7 days a week, 365 days a year**

1) directly in your accounting system

or

2) at the internet address:

[www.faktura24.cz](http://www.faktura24.cz)

### **Service support by phone**

In the Czech Republic call  
the Client Centre of the Česká spořitelna Financial Group:

**956 777 555**

From abroad you can call the following number:

+420 956 777 555

### **Service support via the internet**

[faktura24@csas.cz](mailto:faktura24@csas.cz)

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**1 List of abbreviations and terms**

D	Current day
ERP	The Client's accounting system
Internet portal	A system through which the @FAKTURA 24 service can be used
Client	An entity (a physical entity – entrepreneur, legal entity) that has concluded a Contract on the @FAKTURA 24 Service with the Bank
Client certificate	A data message issued for the User by the certifying authority under a special contract concluded between the User and the Bank for the purposes of identification and verification of the User's identity. The data message is stored on a smart card and is used for the User's identification when accessing the ĆS internet portal.
Point of sale	The Bank's commercial centre or other organisational unit responsible for concluding Contracts
Sender	A Client who has concluded the Contract on providing the @FAKTURA 24 Service and is identified as the sender in the Procedure for the @FAKTURA 24 Service
Partner	A Client who has concluded the Contract on providing the @FAKTURA 24 Service and with whom another client exchanges invoices in an electronic format
Procedure	A document forming an integral part of the documentation required for providing the @FAKTURA 24 service according to which authorisations and the method of electronic exchange of documents are defined
Recipient	A Client who has concluded the Contract on providing the @FAKTURA 24 Service and is identified as the recipient in the Procedure for the @FAKTURA 24 Service
Direct banking Service	BUSINESS 24/Multicash are direct banking services
Contract	@FAKTURA 24 service
	The Contract on providing the @FAKTURA 24 Service

TB	A telephone banker
User	A physical entity authorised to use the @FAKTURA 24 service by the Client in the Procedure if the service is used via the internet portal, or a physical entity defined by the Client directly in the Client's accounting system if the service is used via a direct connection to the accounting system

## **2 Description of the @FAKTURA 24 service**

@FAKTURA 24 is a service through which Clients can issue, send and receive invoices in an electronic format.

Clients use this service:

- Directly in the Client's accounting (ERP) system
- Via the internet portal of ČS

The use of the service via the internet portal is conditional on subscribing to the Business 24 service and concluding a contract on providing a higher type of security with individual users of the service.

## **3 Access to the @FAKTURA 24 service**

An interface in the Client's accounting system needs to be created to allow access to the service through the accounting system.

Users can access the service via the internet portal after their identity has been verified according to a client certificate stored on a smart card.

## **4 Technical prerequisites for using the service**

### **• Through the internet portal:**

A personal computer with an installed Microsoft Windows operating system (supported versions: Win 2000/XP) and internet browsers Microsoft Internet Explorer 6.0 and higher versions or Mozilla Firefox 1.5 and higher versions is the recommended equipment for correctly functioning service.

Java 1.5\_04 is required in addition for verifying the Client's identity using a client certificate.

Other operating systems and internet browsers than those listed above are not fully compatible with the service and correct and error-free processing of individual functionalities therefore cannot be guaranteed.

- **Through the Client's accounting system:**

An interface in the Client's accounting system needs to be mapped.

## 5 Logging in to the service

Users log in to the relevant accounting system according to the rules implemented in their accounting systems.

The internet portal can be accessed at the address [www.faktura24.cz](http://www.faktura24.cz). Furthermore, links are included:

- On the log-in screen of the BUSINESS 24 service
- As a part of the BUSINESS 24 service
- On pages [www.csas.cz](http://www.csas.cz)

Users log in to the internet portal with a client certificate.

Internet portal Users who have access to more than one Client can access all Clients who specified the relevant entity as the User in the Procedure once they have logged in to the service.

Users of Clients accessing the service via their accounting systems log in to the internet portal in order to use the "Selection of Partners" functionality with their client numbers and passwords provided to them after signing the Procedure for the Service.

## 6 User

The Client defines Users and their authorisations for operating the @FAKTURA 24 service at the internet portal environment in the Protocol for the Service.

Types of authorisations for the service in the internet portal environment:

**"Regular user"** – a user authorised to issue or receive invoices, see paragraph 9.

**"Administrator"** – a user authorised to issue or receive invoices, confirm invoices, set access rights and select partners, see paragraph 9.

Clients define users of the @FAKTURA 24 service in the accounting system environment independently and directly in their accounting systems.

The Client defines Users of the @FAKTURA 24 service authorised to select Partners through the internet portal in the Protocol for the @FAKTURA 24 Service. The Client receives a client number and password for these Users after signing the Procedure for the Service.

## 7 Generating, correcting and cancelling documents

Sent invoices entered by the issuer are displayed for the recipient for processing immediately or no later than on the following calendar day.

Sent invoices cannot be cancelled or corrected. If an incorrect document is issued, a new invoice needs to be issued and the recipient needs to be informed.

## 8 Support for the @FAKTURA 24 service

Clients may address their questions to:

- Their banking advisors or
- Support hotline for the @FAKTURA 24 service or
- Online customer support for the @FAKTURA 24 service

Customer support for the service is available at the following numbers and address:

Landline: 956 777 555

Abroad: +420 956 777 555

E-mail address: [faktura24@csas.cz](mailto:faktura24@csas.cz)

A detailed description of the internet portal use is included in the User Manual for the @FAKTURA 24 Service available from the pages [www.csas.cz](http://www.csas.cz) and directly from the internet portal of the @FAKTURA 24 service.

## 9 List of operations under the @FAKTURA 24 service

Overview of operations in the Client's accounting system
Receiving documents
Issuing documents
Sending documents

Overview of operations at the internet portal	User type *)	Notes
Displaying sent documents	<i>RU, UA</i>	
Displaying recipient profiles	<i>RU, UA</i>	
Displaying document history	<i>RU, UA</i>	
Displaying attachments to documents	<i>RU, UA</i>	

Importing documents	<i>RU, UA</i>	
Generating new invoices	<i>RU, UA</i>	
Finalising new invoices	<i>RU, UA</i>	
Confirming new invoices	<i>UA</i>	
Sending new invoices	<i>RU, UA</i>	
Deleting new invoices	<i>RU, UA</i>	
Setting default values	<i>UA</i>	
Displaying received documents	<i>RU, UA</i>	
Setting access rights to folders	<i>UA</i>	
Setting notification messages	<i>RU, UA</i>	
Selecting partners	<i>UA</i>	The functionality is also accessible for those Clients who have a direct connection from their accounting systems (ERP). In this case the identity of users is verified according to a client number and password.

\*) Types of users authorised to perform individual operations in the relevant account are specified for each operation. The following user types are included: regular user (RU), administrator (UA) – as determined by the Client in the Procedure.