



B2B web services

User's manual



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Introduction

Arion Bank aims to be a leading provider of digital services. This user's manual describes the key features of B2B without going too deeply into the technical side of things. We will look at what B2B is, who it is designed for, what the main services on offer are, what the advantages are of using B2B and security issues. Is B2B a better option than Online Banking? Where can I get support in the event of any problems? Technical manuals containing essential technical information are published on a regular basis.

What is B2B?

B2B is a collection of online services for people who want to do their banking online and gain a good overview of their personal finances and business transactions. All main banking transactions can be performed using Arion Bank's B2B services, linking directly to a company's accounting system at any time. B2B is a communications tool for corporate accounting systems which allows information to be exchanged between the user and the Bank. Nearly all actions are performed within the accounting system without using Online Banking. The aim of this manual is to describe B2B in everyday language, i.e. without going too deeply into the technical side of things. Various concepts will be used, such as schema, message, transmission, reply and xml. Message: communications based on messages which are either sent (query) or received (reply).

Schema: xml schema which defines the structure of the data sent or received by the web service.

Who is B2B designed for?

B2B is suitable for all companies, local authorities, institutions and organizations, both large and small. B2B can

be introduced gradually. It's normal to start with basic functions and then add more functions at a later date.

Main advantages of B2B

B2B is a high quality digital solution. Introducing B2B will shorten work processes and make the accounting process more efficient. It saves time and helps eliminate errors. Only one system is used, i.e. the company's accounting system, which reduces the risk of error. B2B provides a real-time view of accounting which makes it easier to make informed decisions.

Some of the benefits of B2B:

- More efficient use of human resources
- Shortens processes
- Uses a single system
- Lower risk of error
- Saves time
- Increased productivity
- Simpler system for entering data
- Makes accounting more straightforward

Main services

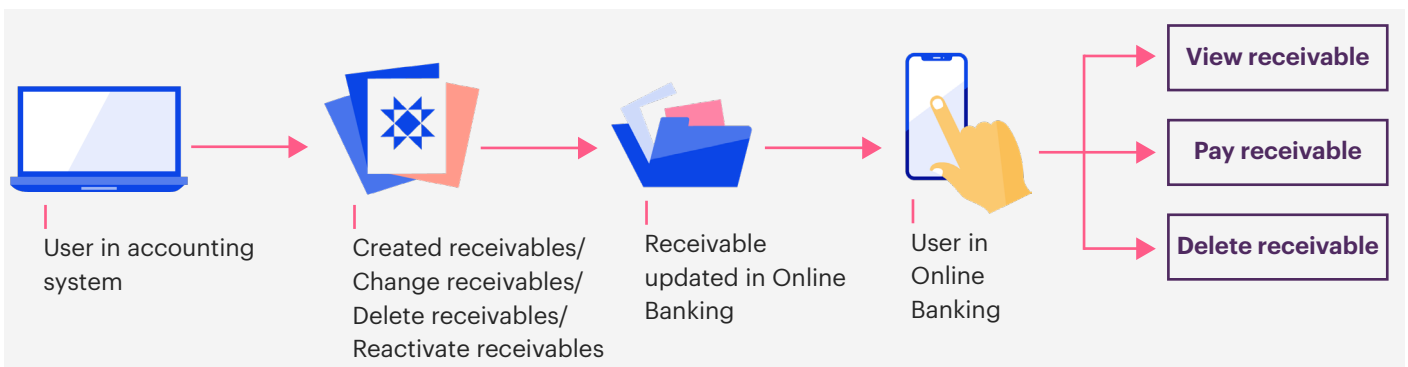
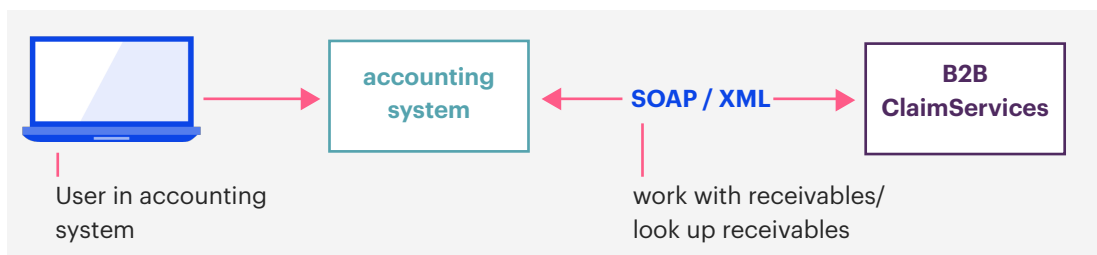
What can you do with B2B? Here is a brief overview of what Arion Bank's B2B service can do.

Receivables (primary and interim collection)

Web services offer all tasks linked to Receivables

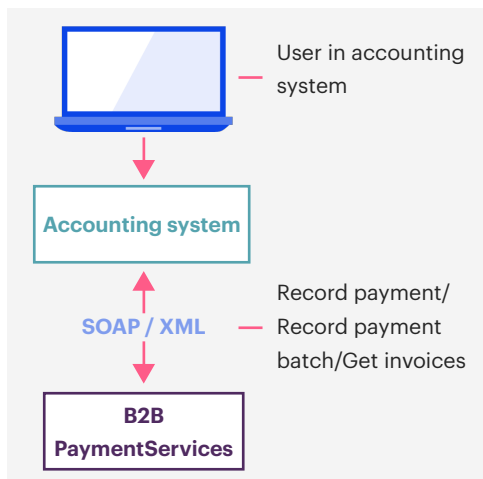
Pooling at RB

- Create, change, cancel receivables
- Create and get receivable batches
- Get list of receivables
- Get paid receivables
- Return receivable to creditor



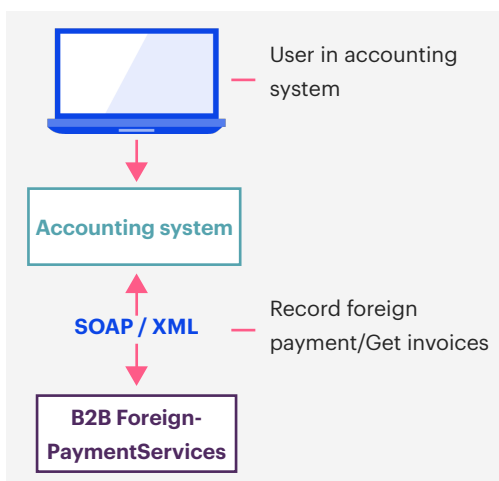
Domestic payments

- Transfer money
- Batch payments
- Submit to Online Banking and pay batch there
- Pay directly from accounting system without using Online Banking – Straight through payments
- Receipts for both confirmed and unconfirmed batches – itemized information
- Pay unpaid bills
- Pay off credit card
- Create forward transfers
- Create forward payment batches
- Submit payment batch for approval
- Get invoice
- Get status of payment batch



Foreign payments (SWIFT payments)

- Create foreign payments
- Get invoice for foreign payments
- Record individual payment
- Record multiple payments



Bank accounts

- Get list of bank accounts
- Get detailed information on bank account (Interest, fixed investment term etc.)
- Balance and transactions on bank account

Get account statements

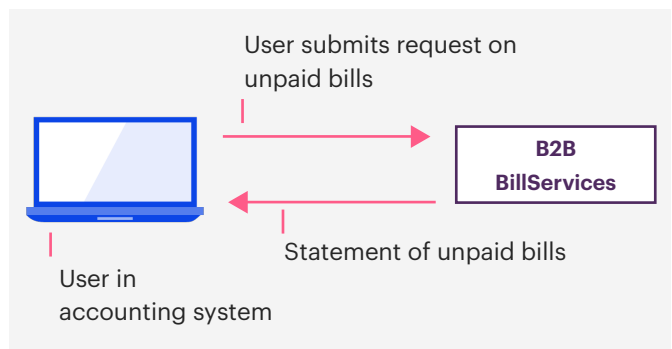
- Get statements and information on individual deposit account
- Information on costs if overdraft limit is exceeded
- Confirm that submitted ID number belongs to owner, power of attorney or is listed as extra ID number for specific account. Ideal for employee salary accounts before performing pay run.

Exchange rates

- Get general exchange rate, note rate and customs clearance rate

Unpaid bills

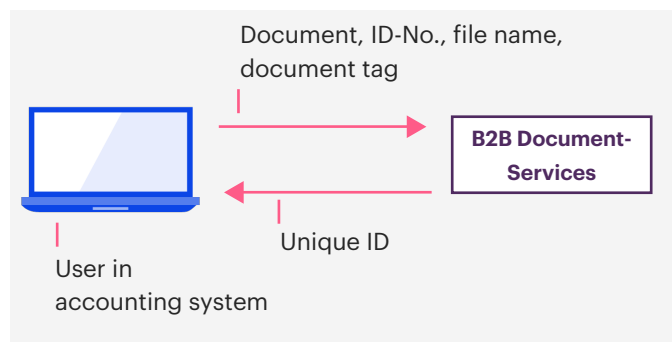
- List of unpaid bills
- Detailed information on unpaid bill



Digital documents

Submit digital documents which appear in all online banking accounts in Iceland, e.g. salary slips, payment slips and passwords.

- Get reply on number of submitted documents

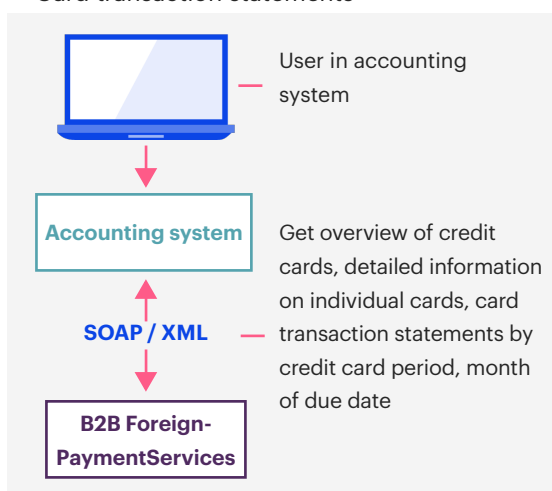


Credit cards

The service retrieves information on the credit cards of the logged-in user, both where the user is the owner and bearer of the cards, provided that the user is entitled to see these cards. The credit card service shows information on cards in active use and cards in the legal collection process. It is also possible to get statements showing transactions on the cards according to the withdrawal period and payment period.

The credit service enables users to:

- Get overview of company's credit cards
- Detailed information on individual cards
- Card transaction statements



In order to make it easier for software houses to program against web services from banking institutions a standard was defined called the Schema for Icelandic Online Banking Web Services 2005. The standard does not apply to all banking activities, and therefore Arion Bank has developed its own services which are not coordinated with other banking institutions. Those services are categorized here under the Arion Bank schema. The table clearly shows the differences.

Service	Schema for Icelandic Online Banking Web Services	Arion Bank schema
Receivables	0	
Domestic payments	0	
Foreign payments		0
Bank accounts		0
Exchange rates	0	
Unpaid bills		0
Digital documents	0	
Account transaction statements	0	
Credit cards		0

B2B security

B2B ensures the maximum security of data sent between the Bank and the accounting system. B2B web services use Web Service Security (WSS) to send username tokens which contain a user name and password provided by Arion Bank and communications are signed using electronic ID. Information sent between the accounting system and the Bank is encrypted over HTTPS to ensure compliance with the strictest security requirements. In order to ensure the standardization and integrity of the data between the accounting system and Online Banking, payment batches which are sent from the accounting system to Online Banking for payment are locked. It is only possible to change them in the company's accounting system. The user submitting a receivable batch via B2B must be the same person who enters the record of the receivable batch in Online Banking.

Electronic identification (eID)

Electronic identification is used to identify users and can be used by that user as a signature. It is comparable to showing a passport online. The company Auðkenni issues the identification certificates and further information can be obtained on the company's website, audkenni.is. There are four types of identification:

- **Employment identification:** Suited to people linked to companies and to be used when working with accounting systems, dealing with the customs and tax authorities, logging in to websites, and signing digital documents. ID is issued to a person who is linked to a company. The ID contains the ID number of the holder of the ID and the ID number and name of the company. Employment ID is unique for each employee. This makes it possible to trace each transaction/action entered in the accounting system.
- **Device identification:** Designed for systems which communicate directly with the shared banking system of banks and savings banks. It is the underlying means of identification in the company's accounting system. It is not possible to trace who performs actions.
- **Debit card identification:** Suited to more secure log-ins to websites and for signing digital documents.
- **Private identification:** In addition to electronic identification in debit cards, which is available to individuals free of charge, people can also buy private identification which is suited to more secure log-ins to websites and for signing digital documents. This type of identification is similar to electronic ID in debit cards. It is issued to individuals and contains the ID number and name of the owner of the ID. For further information see audkenni.is.

Logging in to B2B

In order to connect to B2B, the user must have electronic ID and submit their user name and password. The first time the user tries to connect to B2B they will get Error 1000 as the web service is not able to authenticate the user while the ID has still to be activated. The user needs to contact Corporate Services at Arion Bank, arionbanki@arionbanki.is or the Call Centre on 444 7000 in order to activate the ID. Note that the user must first try to connect with B2B and get the error message before the ID can be activated.

Online Banking or B2B?

Many people wonder whether Online Banking or B2B suits them best. B2B in fact complements Online Banking as they are not in competition with each other. Online Banking offers a far wider range of services but it's worth keeping in mind the benefits of B2B outlined above.

Does B2B cost anything?

There is no start-up fee or annual fee for B2B and all use is free of charge. Please note, however, that B2B is a communications tool used to perform various banking tasks which may incur a fee.

Companies should contact their software companies with regard to installation and check whether additional software is required. Any additional software may involve extra costs as specified in the software company's fee list.

Arion Bank stipulates the use of electronic ID when the service is used.

Help

At Arion Bank we care about our customers and do our best to provide outstanding service. For assistance or further information contact arionbanki@arionbanki.is or our Call Centre on (+354) 444 7000.