



FREQUENT OPERATIONS GUIDE

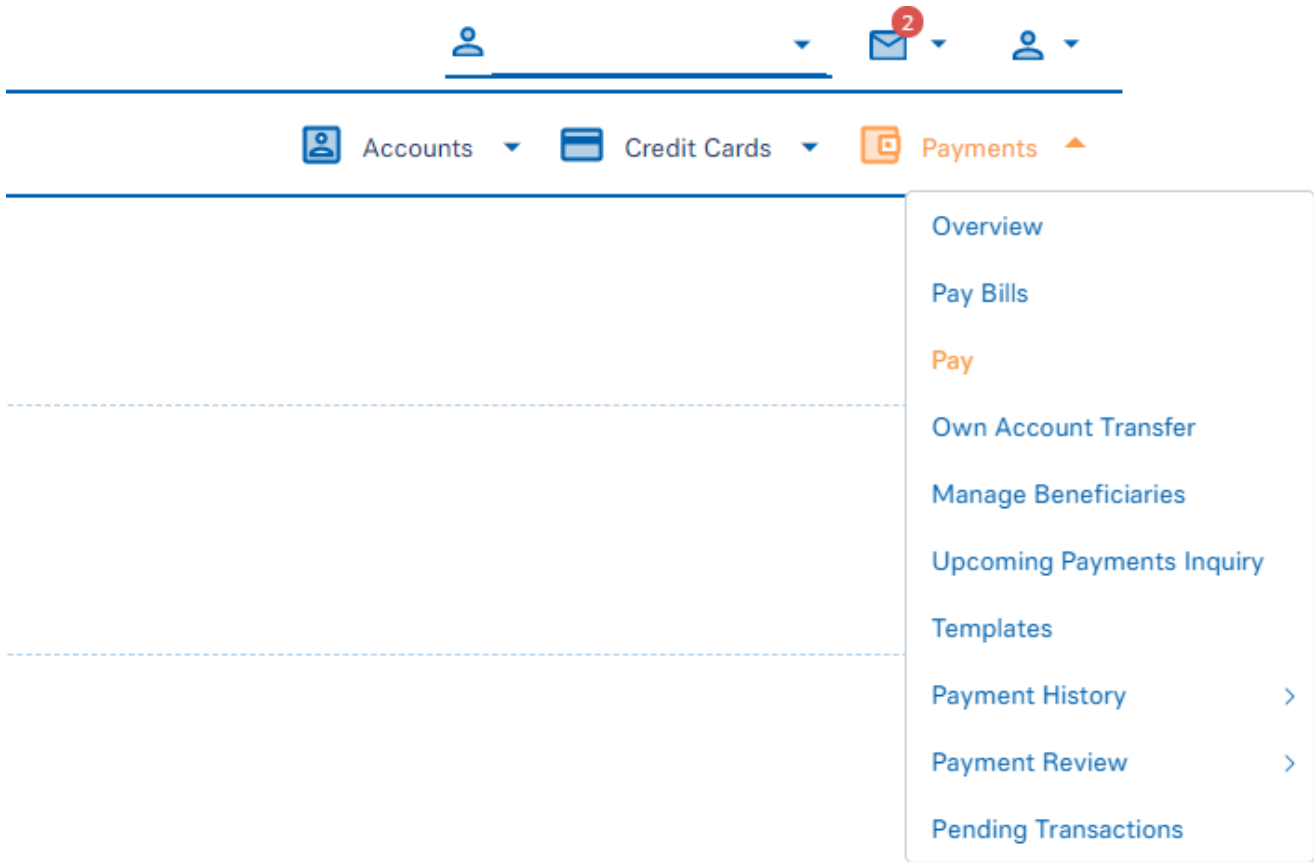
Now that you activated your **Alpha Online Banking** service it's time to take advantage of it!

We will present you the steps that you will need to follow in order to add a new security device.

Simple and fast, the Bank is one click away!

Frequent operations guide

The new application, Alpha Online Banking, has simplified the way you make an online payment. To initiate a payment, go to the "Payments" menu and select "Pay."



1

How do I make a payment?

Frequent operations guide

From this menu you can select an existing beneficiary or a new beneficiary, as the recipient of the payment.

Make Payment

Transfer Type

Existing Payee

New Payee

Beneficiary Details

Beneficiary IBAN

Beneficiary IBAN

Beneficiary Name

Beneficiary Name

Amount

RON

Amount

⊗ Cancel

Continue ⊕

You want to make a payment in a foreign currency?

No problem, all types of payments can be made from this menu.

The payment type is automatically detected by the application, depending on the “**IBAN Account**” and the selected “**Currency**”.

1

How do I make a payment?

- Fill in the necessary data to complete the payment and then press the “Initiate” button.
- The data entered in the picture is used strictly to exemplify the method of payment.
- In the next screen, you will be redirected to a new page (Verification) where you will be asked to verify and confirm the information provided for payment.

Beneficiary Details

Beneficiary IBAN	RO89
Beneficiary Name	Ionescu
Pay Via	BUCHAREST BRANCH
Beneficiary address 1	Beneficiary address 1
Beneficiary address 2	Beneficiary address 2
Beneficiary address 3	Beneficiary address 3

Payment Details

Amount	1
--------	---

Ordering Party Details

Transfer From	Select Account
Transfer Date	<input type="button" value="Now"/> <input type="button" value="Later"/>
Urgent	<input type="button" value="Yes"/> <input type="button" value="No"/>
Order Number	Order Number
Payment Details 1	Payment Details 1
Payment Details 2	Payment Details 2
Payment Details 3	Payment Details 3
Payment Details 4	Payment Details 4
Save Payee	<input checked="" type="checkbox"/>

How do I authorize the transactions online with Alpha Safe Access 2.0?

1. In the Alpha Online Banking application, choose the option "I want to authorize the transaction online in Alpha Safe Access 2.0" and press the "Confirm" button

*When the loading icon appears on the screen, you will receive a push notification in the "software token" Alpha Safe Access 2.0. and you will have to press the notification in order to finalize the transaction confirmation process.

*If you do not have the notifications for Alpha Safe Access 2.0 allowed, when the loading icon appears in the Alpha Online Banking screen, you have to access the Alpha Safe Access 2.0 application on your mobile phone in order to confirm the transaction.

2. In Alpha Safe Access 2.0., in the "Pending Transactions" section you can find all your transactions;

3. Click on each transaction for authorization (on the arrow);

4. Check the transaction again and press the "Confirm" button.

5. Go back in the Alpha Online Banking to obtain the e-receipt

Review

Account Type	RON Payment
Account Number / IBAN Number	RO89
Beneficiary name	
Bank Details	BRANCH
Account Address 1	
Transfer From	RC RON
Urgent	No
Amount	RON
Transaction date	17 Sep 2020
Order Number	1
Payment Details 1	1
Payment Details 2	
Payment Details 3	
Payment Details 4	
Total Commission and Charges	RON

I want to authorize the transaction online in Alpha Safe Access 2.0
 I want to authorize the transaction offline with Alpha Safe Access 2.0

ALPHA BANK

Pending Transactions | Transaction History

08-01-2021 15:10:39 Details →

Code Transactions Settings

ALPHA BANK

Confirm transaction

08-01-2021 15:10:39

Referinta/Reference
0801550A4310

Nume Beneficiar/Beneficiary name
[Redacted]

Cont Beneficiar/Beneficiary account
[Redacted]

Suma/Amount
5

Valuta/Currency
RON

← Cancel

Code Transactions Settings

How do I authorize the transactions offline with Alpha Safe Access 2.0.?

1. In the Alpha Online Banking application, choose the option “I want to authorize the transaction offline with Alpha Safe Access 2.0” and press the "Confirm" button

2. Scan the QR code using the Alpha Safe Access 2.0. software token, to generate the security code requested in the transaction confirmation process.

3. After clicking the “Submit” button, you will be redirected in Alpha Online Banking to the screen where you have the confirmation of the successful transaction processing.

The image displays four sequential screenshots from the Alpha Online Banking application:

- Review:** A form titled "Review" showing transaction details. Fields include: Account Type (RON Payment), Account Number / IBAN Number (RO89), Beneficiary name, Bank Details (BRANCH), Account Address 1, Transfer From (RC), Urgent (No), Amount (RON), Transaction date (17 Sep 2020), Order Number (1), Payment Details 1 (1), Payment Details 2, Payment Details 3, Payment Details 4, and Total Commission and Charges (RON). At the bottom, there are two radio button options: "I want to authorize the transaction online in Alpha Safe Access 2.0" (unselected) and "I want to authorize the transaction offline with Alpha Safe Access 2.0" (selected).
- QR Code Generation:** A screen showing transaction details such as "Tip operatiune: Plata in lei", "Adresa beneficiar", "Suma beneficiar", "Detalii banca beneficiar", "Adresa beneficiar 1", "Adresa beneficiar 2", "Adresa beneficiar 3", "Transferenta", "URGENT", "Suma", "Transferenta", "Numar ordine", "Detalii plata 1", "Detalii plata 2", "Detalii plata 3", "Detalii plata 4", "Total comisionare", and "Referinta". A QR code is displayed at the bottom right, and a "Confirm" button is at the bottom center.
- QR Code Scanning:** A screen with the Alpha Bank logo, a large security code "789342", a "29 seconds" timer, and the instruction "Press the button to authorize the transaction using QR code". An orange "QR" button is visible.
- Transaction Confirmation:** A screen titled "Confirm transaction" with the Alpha Bank logo, a timestamp "08-01-2021 15:09:59", a "Referinta/Reference" "0801BFF2DB35", a "Transaction confirmation code" "246284", an orange "OK" button, and "Valuta/Currency" "RON". At the bottom, there are "Cancel" and "Confirm" buttons.

Congratulations, the payment has been completed!
From this screen you can download the receipt or view all the details of your payment.

You transferred RON to
Internal Reference number 17320
e-Receipt

Account Type	RON Payment
Account Number / IBAN Number	RO89
Beneficiary name	
Bank Details	BRANCH
Account Address 1	1
Transfer From	RO80 RON
Urgent	No
Amount	RON
Transaction date	17 Sep 2020
Order Number	1
Payment Details 1	1
Payment Details 2	
Payment Details 3	
Payment Details 4	
Total Commission and Charges	RON

You can always access all the details of this payment in the "Payment Review" menu.

My Transaction List (1)

From Date: dd mmm yyyy To Date: dd mmm yyyy Search

1 Financial 0 Non Financial

1 Payments 0 Deposits

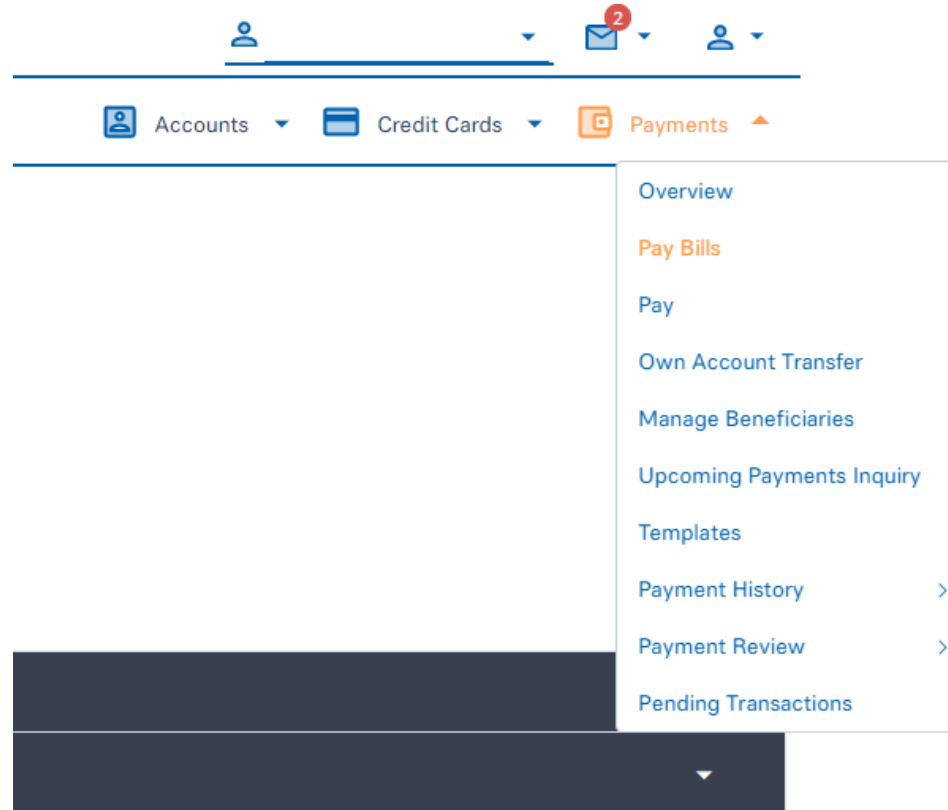
<input type="checkbox"/>	Date	Description	From Account	Amount	Payee Account Details	Initiated By	Reference No	Status	
<input type="checkbox"/>	17 Sep 3:44 PM	RON Payment	RO	RON	RON RO89	g a	17320	Initiated	Copy

Page 1 of 1 (1 of 1 items) < 1 >



How do I make a payment?

In Alpha Online Banking, you pay your utility bill quickly and easily. To initiate the payment of an invoice, enter the "Payments" menu and select "Pay Bills".



From this menu you can select the category and the available utility providers.

Depending on each provider, its specific data will be displayed in order to complete the payment of the invoice.

After completing all the data, click the "Initiate" button.

Transaction authorization in Alpha Safe Access 2.0. can be done both online and offline.

Pay Bills

Category	Please Select
Amount	Amount
Ordering account	Select Account
Payment details	Payment details 35 Characters Left
Cut off Times	
Disclaimer	



Frequent operations guide

How do I authorize the transactions online with Alpha Safe Access 2.0?

1. In the Alpha Online Banking application, choose the option “I want to authorize the transaction online in Alpha Safe Access 2.0” and press the "Confirm" button

*When the loading icon appears on the screen, you will receive a push notification in the “software token” Alpha Safe Access 2.0. and you will have to press the notification in order to finalize the transaction confirmation process.

*If you do not have the notifications for Alpha Safe Access 2.0 allowed, when the loading icon appears in the Alpha Online Banking screen, you have to access the Alpha Safe Access 2.0 application on your mobile phone in order to confirm the transaction.

2. In Alpha Safe Access 2.0., in the “Pending Transactions” section you can find all your transactions;

3. Click on each transaction for authorization (on the arrow);

4. Check the transaction again and press the "Confirm" button.

5. Go back in the Alpha Online Banking to obtain the e-receipt

Review

Category	Electricity	
Provider	SA	
Amount	RON	
Ordering account	RO	RON
Customer Code		
Bank	SUCURSA	
IBAN	RO	
Transaction date	17 Sep 2020	
Contract Number		
Bill Date	16 Sep 2020	
Bill Number		
Note		
Total Commission and Charges	0 RON	

I want to authorize the transaction online in Alpha Safe Access 2.0

I want to authorize the transaction offline with Alpha Safe Access 2.0

ALPHA BANK

Pending Transactions | Transaction History

08-01-2021 15:10:39 Details →

Code Transactions Settings

ALPHA BANK

Confirm transaction

08-01-2021 15:10:39

Referinta/Reference
0801550A4310

Nume Beneficiar/Beneficiary name
[Redacted]

Cont Beneficiar/Beneficiary account
[Redacted]

Suma/Amount
5

Valuta/Currency
RON

← Cancel Confirm

Code Transactions Settings

How do I authorize the transactions offline with Alpha Safe Access 2.0.?

1. In the Alpha Online Banking application, choose the option “I want to authorize the transaction offline with Alpha Safe Access 2.0” and press the "Confirm" button

2. Scan the QR code using the Alpha Safe Access 2.0. software token, to generate the security code requested in the transaction confirmation process.

3. After clicking the “Submit” button, you will be redirected in Alpha Online Banking to the screen where you have the confirmation of the successful transaction processing.

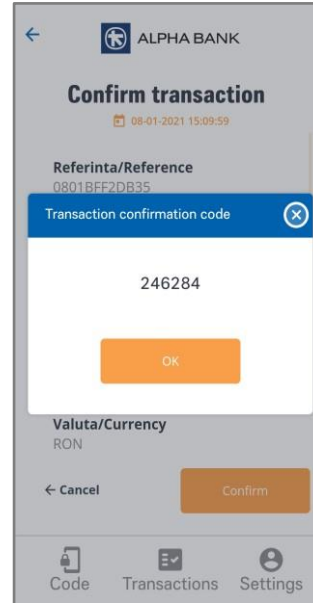
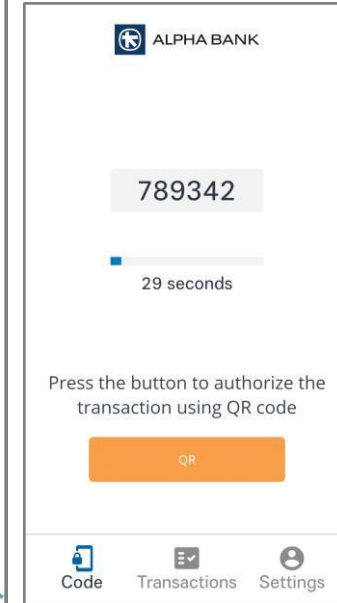
Review

Category	Electricity	
Provider	SA	
Amount	RON	
Ordering account	RO	RON
Customer Code		
Bank	SUCURSA	
IBAN	RO	
Transaction date	17 Sep 2020	
Contract Number		
Bill Date	16 Sep 2020	
Bill Number		
Note		
Total Commission and Charges	0 RON	


I want to authorize the transaction online in Alpha Safe Access 2.0

I want to authorize the transaction offline with Alpha Safe Access 2.0

QR Code



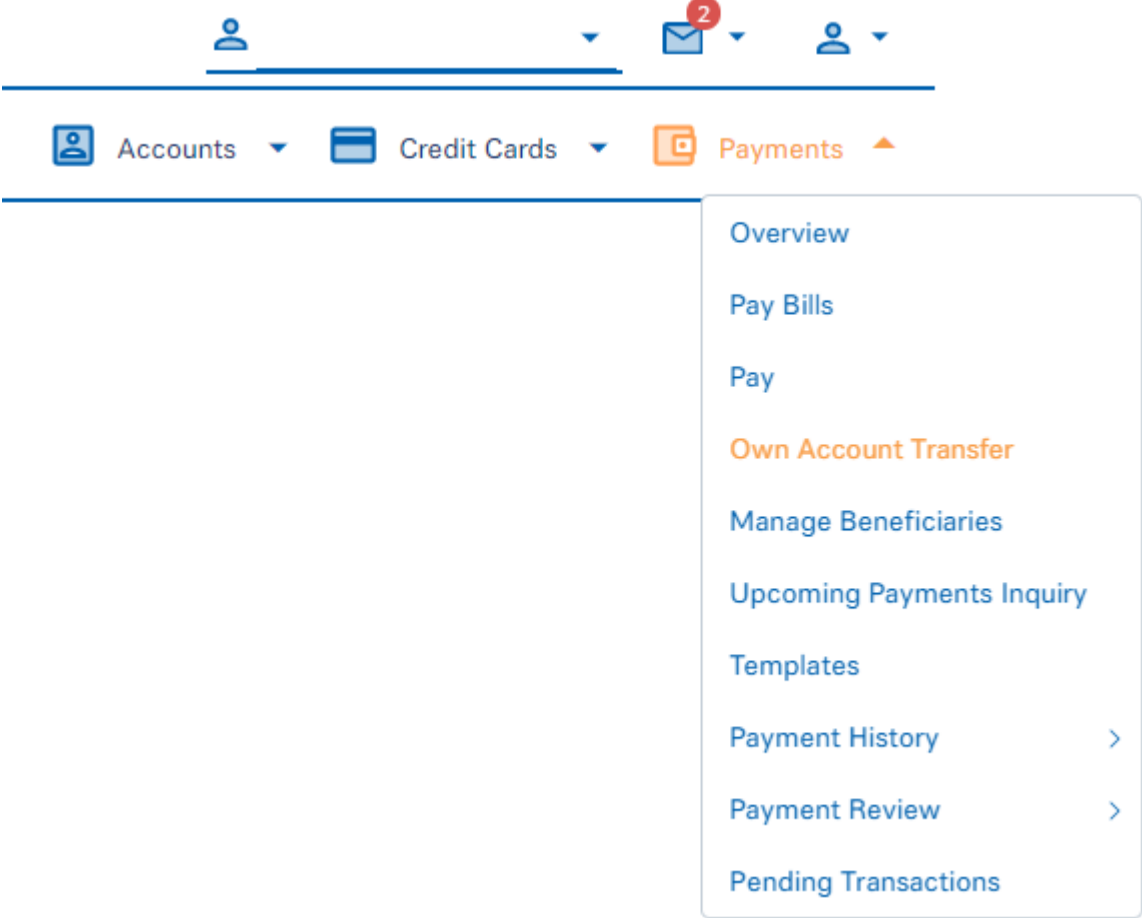
Congratulations, the payment has been completed!
From this screen you can download the receipt or view all the details of your payment.



You transferred RON to
Internal Reference number 17320
e-Receipt

Account Type	RON Payment
Account Number / IBAN Number	RO89
Beneficiary name	
Bank Details	BRANCH
Account Address 1	1
Transfer From	RO80 RON
Urgent	No
Amount	RON
Transaction date	17 Sep 2020
Order Number	1
Payment Details 1	1
Payment Details 2	
Payment Details 3	
Payment Details 4	
Total Commission and Charges	RON

To initiate a currency exchange, enter the "Payments" menu and select "Own accounts transfer".



Frequent operations guide

From this menu select the account from which you exchange and the type of currency you want to exchange. Then click the "Initiate" button.

Transfer Money

Transfer Type Own account transfer

Transfer To Select Account

Transfer From Select Account

Amount Amount

Transaction date Now

Exchange Rate Type Standard Negotiated

Cut off Times

Disclaimer

Cancel Initiate

Transaction authorization in Alpha Safe Access 2.0. can be done both online and offline.

Frequent operations guide

How do I authorize the transactions online with Alpha Safe Access 2.0?

1. In the Alpha Online Banking application, choose the option "I want to authorize the transaction online in Alpha Safe Access 2.0" and press the "Confirm" button

*When the loading icon appears on the screen, you will receive a push notification in the "software token" Alpha Safe Access 2.0. and you will have to press the notification in order to finalize the transaction confirmation process.

*If you do not have the notifications for Alpha Safe Access 2.0 allowed, when the loading icon appears in the Alpha Online Banking screen, you have to access the Alpha Safe Access 2.0 application on your mobile phone in order to confirm the transaction.

2. In Alpha Safe Access 2.0., in the "Pending Transactions" section you can find all your transactions;

3. Click on each transaction for authorization (on the arrow);

4. Check the transaction again and press the "Confirm" button.

5. Go back in the Alpha Online Banking to obtain the e-receipt

Review

Transfer To	RO	RON
Transfer From	RO	USD
Amount	100 USD	
Exchange Rate Type	Standard	
Exchange Rate	4.	
Transaction date	17 Sep 2020	

I want to authorize the transaction online in Alpha Safe Access 2.0
 I want to authorize the transaction offline with Alpha Safe Access 2.0

ALPHA BANK

Pending Transactions | Transaction History

08-01-2021 15:10:39 [Details →](#)

Code Transactions Settings

ALPHA BANK

Confirm transaction

08-01-2021 15:10:39

Referinta/Reference
0801550A4310

Nume Beneficiar/Beneficiary name
[Redacted]

Cont Beneficiar/Beneficiary account
[Redacted]

Suma/Amount
5

Valuta/Currency
RON

Code Transactions Settings

2

How do I initiate a currency exchange?

How do I authorize the transactions offline with Alpha Safe Access 2.0.?

1. In the Alpha Online Banking application, choose the option "I want to authorize the transaction offline with Alpha Safe Access 2.0" and press the "Confirm" button

2. Scan the QR code using the Alpha Safe Access 2.0. software token, to generate the security code requested in the transaction confirmation process.

3. After clicking the "Submit" button, you will be redirected in Alpha Online Banking to the screen where you have the confirmation of the successful transaction processing.

Review

Transfer To	RO	RON
Transfer From	RO	USD
Amount	100 USD	
Exchange Rate Type	Standard	
Exchange Rate	4.	
Transaction date	17 Sep 2020	

- I want to authorize the transaction online in Alpha Safe Access 2.0
- I want to authorize the transaction offline with Alpha Safe Access 2.0

Cod de securitate

Transfera catre:

Transfera din:

Suma: 150 RON

Tipul ratei de schimb: Standard


Curs de schimb: 4.798

Data tranzactie: 22 Ian. 2020

Referinta:

Te rugam sa scanezi codul QR de mai jos si apoi sa introduci codul generat de aplicatia Alpha Safe Access 2.0 pentru aceasta tranzactie.

Cod de securitate: _____



Confirma

ALPHA BANK

789342

29 seconds

Press the button to authorize the transaction using QR code

QR

Code Transactions Settings

ALPHA BANK

Confirm transaction

08-01-2021 15:09:59

Referinta/Reference: 0801BFF2DB35

Transaction confirmation code: 246284

OK

Valuta/Currency: RON

Cancel Confirm

Code Transactions Settings

Congratulations, the payment has been completed!
From this screen you can download the receipt or view all the details of your payment.

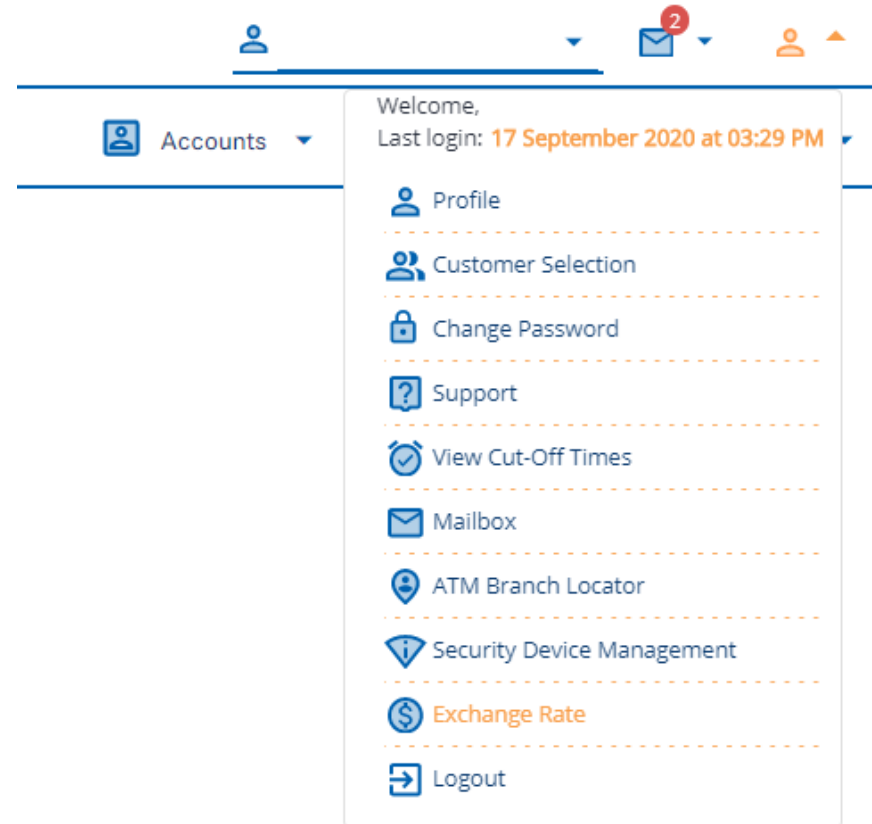


You transferred RON to
Internal Reference number F77

 e-Receipt


Transfer To	RO	RON
Transfer From	RO	RON
Amount	RON	
Exchange Rate Type	Standard	
Exchange Rate	1	
Transaction date	17 Sep 2020	

To see all currencies and exchange rates, select the arrow next to the username and enter the "Exchange rate" menu.



Congratulations! Now you can enjoy the benefits of
Alpha Online Banking.

