

2024

Digital Document Exchange

USER MANUAL
DDETEAM (UNICREDIT RS)

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[Introduction](#)

This user manual for using the Digital Document Exchange Platform (hereinafter referred to as the Platform) enables existing clients of the Bank, i.e. Users of the Platform (hereinafter referred to as: User) as well as End Users (a natural person authorized by the User's legal representative to use the Platform on behalf of and for the account of the User, the End User is also considered the legal representative of the User) detailed information about the purpose, possibilities and purpose of the Platform. Getting to know this document, as well as getting to know the Special Terms of Use of the Platform for exchanging and signing digital documentation, will enable the User/End User to independently use the Platform in their daily work.

The platform is an internet ("web based") service provided by UniCredit Bank Srbija a.d. Belgrade provides its Users with a service that enables the exchange and signing of digital documentation with Qualified Electronic Certificates (QES) issued by the "Serbian Chamber of Commerce", "Pošta", "Ministry of internal affairs" or "HALCOM". Special benefits provided by the Platform:

- Exchange of documentation without physical presence
- Signing of documentation with a Qualified Electronic Certificate
- Security in the immutability of the document being exchanged

The Platform, with its technical features, ensures the security and immutability of the documentation exchanged between the Bank and the User. Documentation that can be exchanged and signed through the Platform can be found in the List of Products and Documents available on the Bank's website www.unicreditbank.rs.

Technical prerequisite

The technical prerequisite for using the Platform, i.e. the option of digitally signing contractual documents with QES, is the prior installation of the driver  SIGNificantDeviceDriver_23.16.0.1 that can also be found on internet website of the Bank www.unicreditbank.rs.

The driver itself represents an intermediary application that enables the Platform to identify the certificates that the User/End User uses in their daily work and to enable the digital signing of documents with the same.

After installing the driver, it is necessary to restart the computer.

The following table contains a list of Internet browsers that are compatible with the Platform:

Environment	Official Supported OS	Additional acceptable use
Desktop PC/Notebook	Microsoft Edge (>= 42) Firefox (>= 63) Google Chrome (>= 92) Safari (>= 12)	HTML5 capable browser and plug-ins (SWT-Browser. JXBrowser)
Ios	iPad: Safari Browser iPhone: Safari Browser	
Android	Android phones: Chrome Browser Android tablets: Chrome Browser	
Windows Mobile	Microsoft Edge (Windows 10 Mobile)	

Process of creating of user account in the Platform

In order for an existing client of the bank to obtain access to the Platform, it is necessary to perform the following steps:

- to define in the Request for Access and Use of the Platform a list of End Users who will have access to the Platform in the name and on behalf of the User
- to activate the account

Definition of End User list

In the name and on behalf of the User, the Platform can be accessed by a legal representative, other representatives as well as all other employees, i.e. authorized persons of the User with a note of possible limitations of their powers with a description of the legal actions they can undertake/sign documents, all in accordance with the User's internal acts. In order to define the authorizations for access to the Platform for persons for whom access is necessary, the User's legal representative or other competent authority of the User is obliged to fill out and submit to the bank a document specially created for these purposes - Request for Access and Use of the Platform for exchanging and signing digital documents, which is available on the website of UniCredit Bank Srbija a.d. Belgrade. and which can be reached via a link www.unicreditbank.rs.

The legal representative of the User is obliged to clearly emphasize in the Request for Access and Use of the Platform:

- **Persons authorized to access the platform and sign** (this level of rights can be assigned exclusively to legal representatives of the User or to persons who have special authorization for signing issued by the legal representative or other relevant authority of the User)
- **Other persons with the right of access to the Platform, without the right to sign** (Other persons with the right of access mean users of the Platform for the exchange of digital documents who have the right to read, exchange documents and comment)

Mandatory data that the legal representative of the User should provide for all persons who have access to the Platform are Name and Surname, valid document number (identity card or passport), JMBG (unique personal number), phone number and e-mail address.

Completed Request for Accessing and using the Platform (found on the bank's website www.unicreditbank.rs) is necessary to provide to the Bank, i.e. to the personal banker if the registration process was initiated in a branch, i.e. to the Relationship Manager or his Assistant to the e-mail address or in person.

The Bank will not accept documentation signed by an unauthorized person and/or persons who are not authorized to sign documentation independently and without restrictions, all in accordance with the internal acts of the User.

Activation of User's account in the Platform

After successfully creating of an account, the End User receives a welcome e-mail message to the registered e-mail address specified in the Request for Access and Use of the Platform. The welcome e-mail contains a link to access the Platform. It is necessary for the End User to click on the link received in the e-mail in order to continue the activation process.

From: no-reply <no-reply@unicreditgroup.rs>
Sent: Friday, November 17, 2023 9:57 AM
To: PUZOVIĆ Bojana (UniCredit RS) <Bojana.PUZOVIC2@unicreditgroup.rs>
Subject: Platforma za razmenu digitalne dokumentacije – Dobrodošli

Poštovani,

Dobrodošli na platformu UniCredit Banke namenjenu razmeni digitalne dokumentacije
Neophodno je samo nekoliko jednostavnih koraka kako bi bili u mogućnosti da iskoristite sve prednosti poslovanja bez papira i digitalnog potpisa.
Molimo Vas da kliknete na link ispod kako biste se prvi put ulogovali na platformu i izmenili vašu privremenu šifru koju ćete primiti putem SMSa!

[Platforma za razmenu digitalne dokumentacije](#) → Link for access the Platform

Vaše korisničko ime je Bojana.PUZOVIC2@unicreditgroup.rs

Ukoliko imate bilo kakvih pitanja, molimo Vas da kontaktirate svog savetnika koji Vam je u svakom trenutku na raspolaganju!

Vaša,

UniCredit Banka

This e-mail is confidential and may also contain privileged information. If you are not the intended recipient you are not authorised to read, print, save, process or disclose this message. If you have received this message by mistake, please inform the sender immediately and delete this e-mail, its attachments and any copies.

Any use, distribution, reproduction or disclosure by any person other than the intended recipient is strictly prohibited and the person responsible may incur penalties.

Thank you!

The end user logs in to the Platform by entering the registered e-mail address specified in the Request for Access and Use of the Platform as a username.

When logging in, the end user will receive a temporary password via SMS to the registered phone number specified in the Request for Access and Use of the Platform, after which he will enter the

same password in the Password field.

The temporary password that the End User receives from the Bank is only used during the first login to the Platform, and after logging in, the End User is required to change it in the next step and define the password as desired.

After all the previous data from the image above have been adequately entered, the End User moves to the next page where it is expected that he will be identified once again using the OTP (One Time Password) password, as defined in the image below.



Da li vam je potrebna podrška?

< VRATITE SE NA PRIJAVU

DDE RS logovanje na platformu

Potvrdite operaciju sa OTP-om

Kod
Kod

End User fills in (new) code received via SMS

Prijavite se

When new code is fulfilled End User need to click button "Prijavite se/next" in order to continue the process

ZABORAVLJENA LOZINKA >

Each time the end user logs in to the Platform, he will use the password he defined according to the instructions described in the picture above, while the aforementioned Code, from the picture above, which he receives via SMS message, will be created anew each time.

If a certain End User is registered on the Platform with several legal entities (this can happen in the case of client groups/related legal entities), in the next step, after entering the SMS OTP Code, an option will appear to select a specific User for whom at that moment reports. The selection is made from the drop-down menu as shown in the image below.



< GO BACK TO LOGIN

DDE RS Platform Login

Client

- ASTRA SB
- MECAFOR PRODUCTS DOO
- BEER-COMMERCE DOO
- CHIPS WAY D.O.O.
- POBEDA FARMA DOO
- SBB DOO BEOGRAD

On this list End User will see all Users for which he is authorize and will be able to choose the one he wish operate with at this moment

Signing of End User statement for Platform services

During the first login to the Platform, the End User will be offered to sign the End User Statement for Platform services (hereinafter: Statement). By signing this Statement, the End User confirms that he has read the documentation located at www.unicreditbank.rs such as:

- User manual for usage of Digital Document Exchange Platform,
- List of products and documents which is possible to exchange and sign on Platform,
- Special terms of use of the platform for exchange and signing of digital documentation for legal entities

As well as being familiar with the terms and conditions of the Platform for exchanging and signing digital documents and agrees with them.

The end user cannot get access to the platform if he does not want to sign it. Signing the Statement is carried out in two ways:

- legal representative: using a Qualified Electronic Certificate
- other End Users: using OTP ("One Time Password")

Signing of End User Statement for Platform services by the legal representative

Bezbednosni zahtev od pošiljaoca

Pošiljalac: [DDE RS Org Admin](#)

Kuverta: DDE_RS_152523_DDE_CONTRACT_4f5dd1f5-0ec0-4be6-8635-363358fb51d3

Fajlovi: 1f1e4ece-b528-4a5d-b888-436049583231.pdf

Pošiljalac zahteva da potvrdite svoj identitet sledećim:



End User need to click button "Potvrđi - HF" in order to continue with process of signing Statement for Platform services

On the next page, the document Statement for Platform services is opened. It is necessary for the End User to read the document to the end, i.e. to the place for signature.

Izjava Krajnjeg korisnika za usluge Platforme za razmenu i potpisivanje digitalne dokumentacije

\$firstname \$lastname, iz \$addrcity, adresa: \$addrstreet, broj ličnog dokumenta: \$iddocumentnumber (u daljem tekstu: Krajnji korisnik).

U ime klijenta \$clientname, \$clientaddrcity, ulica \$clientaddrstreet, matični broj \$clientidnumber, PIB \$clienttaxcode, adresa za prijem elektronske pošte: \$clientemail (u daljem tekstu: Korisnik).

Izjava

Potpisom ove Izjave potvrđujem da sam pročitao dokumentaciju koja se nalazi na www.unicreditbank.rs i to:

- Korisničko uputstvo za korišćenje Platforme za razmenu i potpisivanje digitalne dokumentacije,
- Listu proizvoda i dokumenata koje je moguće razmeniti odnosno digitalno potpisati na Platformi za razmenu i potpisivanje digitalne dokumentacije (lista može biti ažurirana u skladu sa poslovnim potrebama),
- Posebne uslove korišćenja Platforme za razmenu i potpisivanje digitalne dokumentacije za pravna lica

Kao i da sam upoznat sa načinom i uslovima funkcionisanja Platforme za razmenu i potpisivanje digitalne dokumentacije i saglasan sam sa istim.

Place for signature where End User need to click if he agrees with Statement for Platform services



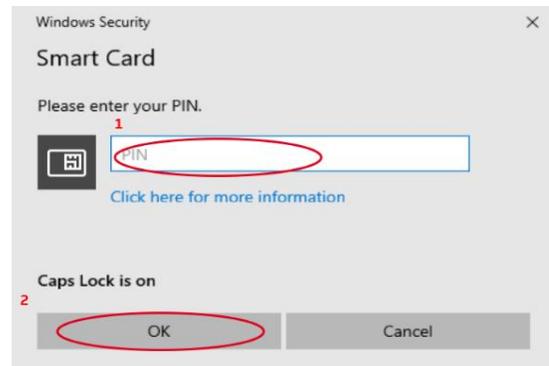
This Statement as well as all other documents are signed with a Qualified Electronic Certificate (the certificate can be in the form of a smart card or USB token). Before the first signature, the Platform will require the End User to download and install the necessary drivers ([SIGNificantDeviceDriver_23.16.0.1](#)) which support the signing process. After successful installation, it is necessary to restart the computer, and then continue with the signing process by clicking on the place provided for signature.

At the beginning of the process, the Platform tries to find available certificates for signing. It is necessary to check whether the certificate, which is in the form of USB or Card, is connected to the computer. Only associated certificates will be identified on the Platform. This process can take up to 60 seconds.

On the next screen, you need to select the Qualified Electronic Certificate with which will be used for signing the document, and then click on the button **Potpišite**.



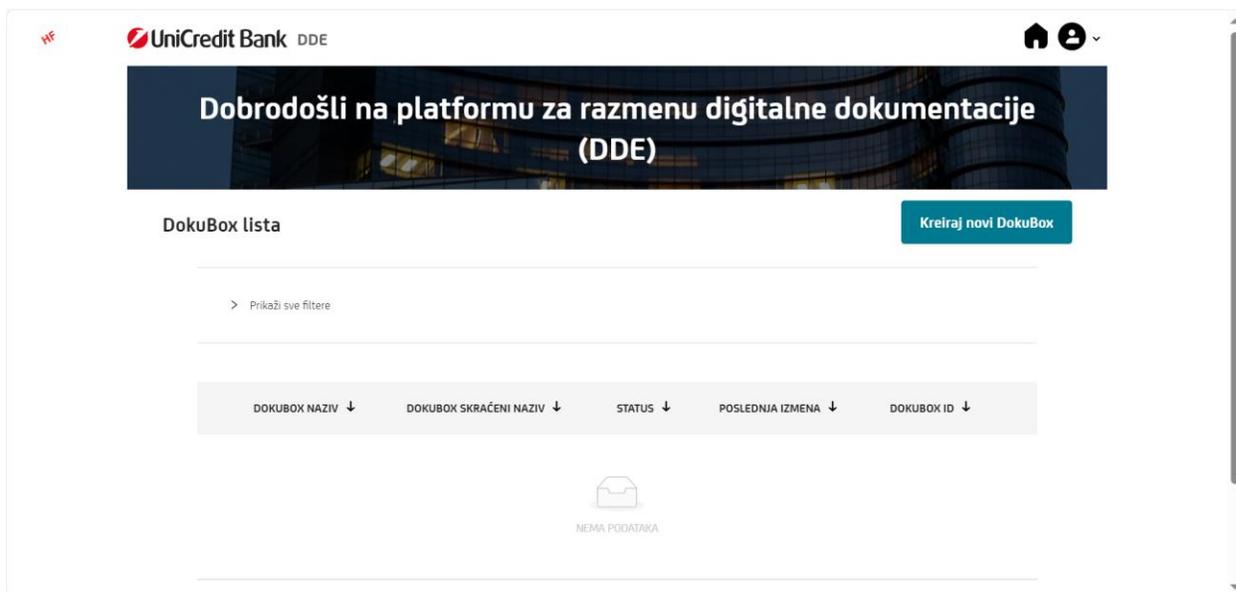
In the next step, you need to enter the PIN associated with the Qualified Electronic Certificate and confirm by clicking the **Ok** button.



After that, the digital signature is displayed at the end of the document and the End User can click on the button **Završi**.



At the end, when the process of signing the Statement has been carried out to the end, a basic screen appears on the Platform.



!!! The process of signing the End User Statement for Platform services is carried out during the first registration of the End User on the Platform. At each subsequent access to the Platform, the statement will not be signed again.

Signing of End User Statement for Platform services by other end users

Other End Users who are not legal representatives and need to use the platform (for the purposes of setting up documentation, commenting and sending to the bank) sign the Statement using a one-time password or OTP ("One Time Password") that they receive via SMS to their mobile phone number.

In the first step, the End User initiates the sending of the OTP to his mobile phone number by clicking on the button **Pošaljite** („Send“)

Sign With Transaction Code

Do you want to send the transaction code to start the signing process?

CANCEL

SEND

After the OTP arrives via SMS, the End User enters it in the Transaction code field and then clicks on the button **Potpíšte** („Sign“).

Sign With Transaction Code

Please enter the secret code to confirm the signature.

Transaction code ¹

1715

Your transaction (ID: IVv30ezU3V) expires in **4:13**

Signed by: LJILJANA LETIC
Phone number: +381651234321
Sign ID: IVv30ezU3V
Signing time: 05-12-2023 13:36:31

CANCEL **SIGN** ²

End User log in on the Platform

The Bank will notify the End User, via e-mail notification to the registered e-mail address, if there is documentation that has been placed on the Platform by the Bank, and which must be exchanged and signed with the Platform User. An example of an e-mail notification can be found in the following image:



no-reply

To: SIMOVIC Nemanja (UniCredit RS)

Reply Reply All Forward ...

Wed 9/27/2023 3:16 PM

Poštovani,

Obaveštavamo vas da je došlo do promene na Platformi za razmenu digitalne dokumentacije u UniCredit Banci za proizvod / uslugu Corporate Finance Kredit za obrtni kapital: [Upotrebom ovog linka](#) možete dodati nova dokumenta na Platformu za razmenu digitalne dokumentacije za proizvod / uslugu Corporate Finance Kredit za obrtni kapital/401

Vaša,

UniCredit Banka

This e-mail is confidential and may also contain privileged information. If you are not the intended recipient you are not authorised to read, print, save, process or disclose this message. If you have received this message by mistake, please inform the sender immediately and delete this e-mail, its attachments and any copies.

Any use, distribution, reproduction or disclosure by any person other than the intended recipient is strictly prohibited and the person responsible may incur penalties.

Thank you!

Within the Notification there is also a link to access the Platform. By clicking on the link, the main page of the Platform opens, where the End User should enter identification data and select the Language for using the platform:

- Language – The end user chooses Serbian or English language
- Username – The End User enters the e-mail address that was initially defined during the End User's registration
- Password – The end user enters the code that he initially defined during registration

The screenshot shows the login page for the UniCredit Document Exchange (DDE) in Serbian. The page title is "DDE RS logovanje na platformu". It features a header with the UniCredit Bank logo and "DDE" text. A navigation link "Da li vam je potrebna podrška?" is in the top right. The main content area contains a welcome message "Dobrodošli u UniCredit Document Exchange." followed by three input fields: "Jezik" (Language) with a dropdown menu showing "Srpski", "Korisničko ime" (Username) with a text input field, and "Lozinka" (Password) with a text input field and a "Pojlje je neophodno" (Required) label. A "Prijavite se" (Log in) button is at the bottom. Red circles and arrows highlight these fields with explanatory text: "End User choose language that will be used in the Platform", "End User fills in e-mail address defined in the Request for access and usage of the Platform", "End User fills in password received via SMS", and "When all fields are fulfilled End User goes to 'Prijavi se/Next' button". A link "Prijavite se sa akreditivima za digitalni kanal" is also visible. At the bottom, there is a link "ZABORAVLJENA LOZINKA" (Forgot Password).

In the second step, after the End User has previously successfully registered on the Platform, it is necessary to enter the Code that will be sent via SMS to the mobile phone number of the End User that was initially registered.

UniCredit Bank DDE

Da li vam je potrebna podrška?

< VRATITE SE NA PRIJAVU

DDE RS logovanje na platformu

Potvrdite operaciju sa OTP-om

Kod

Kod

Prijavite se

ZABORAVLJENA LOZINKA >

End User fills in (new) code received via SMS

When new code is fulfilled End User need to click button "Prijavite se/next" in order to continue the process

Dokubox management

Dokubox represents a set of documents/contractual documentation created by the Bank for the purpose of exchange or signing and is linked to a specific product or service of the Bank. The content of dokubox is created by Bankar. After logging in to the Platform, the End User accesses the specific dokubox by clicking on the sign shown in the image below.

Welcome to UniCredit Document Exchange

DokuBox list

Create new DokuBox

> SHOW ALL FILTERS

	DOKUBOX NAME ↓↑	DOKUBOX CUSTOM NAME ↓↑	STATUS ↓↑	LAST MODIFICATION ↓↑	DOKUBOX ID ↓↑	
+	CORPORATE FINANCE WORKING CAPITAL		IN PROGRESS	02.12.2023, 20:24	5576	 
+	CORPORATE FINANCE WORKING CAPITAL		IN PROGRESS	23.11.2023, 09:52	5448	 

After the End User accesses the specific dokubox, first of all, it is possible to inspect each of the documents by clicking on the Download button. If the End User agrees with the content of the documentation he received, he can further change the phase of each individual document separately.

Phase: Send to bank - by selecting this option, the End User sends the bank information that he agrees with the document, thereby confirming that he is ready to sign the specified document

Phase: Send to bank for correction - by choosing this option, the End User sends information to the bank that he does not agree with the document and that a certain correction is necessary

If there is a need to send a message to the bank related to an individual document, it can be done by selecting the "**Messages**" button.

After the End User has marked the next stage for the documents, where necessary, it is necessary to click on the "**Submit**" button.

!!! Signing of documentation is possible at the moment when all documents from dokubox are ready for signature. It is not possible to sign documents separately, but when they are all at the same stage.

Bill of exchange agreement UNDER NEGOTIATION - CLIENT MESSAGES

Browse file
or drag file in here

Test 1.docx

SEND TO BANK

Download

Repayment plan WAITING CLIENT SIGNATURE MESSAGES

Test 3.pdf

SEND TO BANK FOR CORRECTION

Download

Decision of the competent authority of the client WAITING CLIENT SIGNATURE MESSAGES

Test 4.pdf

SEND TO BANK FOR CORRECTION

Download

ADD OTHER DOKU >

Cancel

Submit

Signing of documentation

When all documents are in the “*Waiting client signature*” phase, dokubox, i.e. all documents from dokubox are ready for signing. The end user should then click on the “*Sign with eSAW button*”.

Contract  WAITING CLIENT SIGNATURE  MESSAGES

✓ Test 1.pdf

[Download](#)

Bill of exchange agreement  WAITING CLIENT SIGNATURE  MESSAGES

✓ Test 1.pdf

[Download](#)

Repayment plan  WAITING CLIENT SIGNATURE  MESSAGES

✓ Test 3.pdf

[Download](#)

Decision of the competent authority of the client  WAITING CLIENT SIGNATURE  MESSAGES

✓ Test 4.pdf

[Download](#)

[Cancel](#)

[Submit](#) [Sign with eSAW](#)

In the next step the End User should click on the button **Ok**.

Security Request From Sender 

Sender: [DDE_RS_Org_Admin](#)

Envelope: DDE_RS_2032553_dokubox_UAT_5576_3643

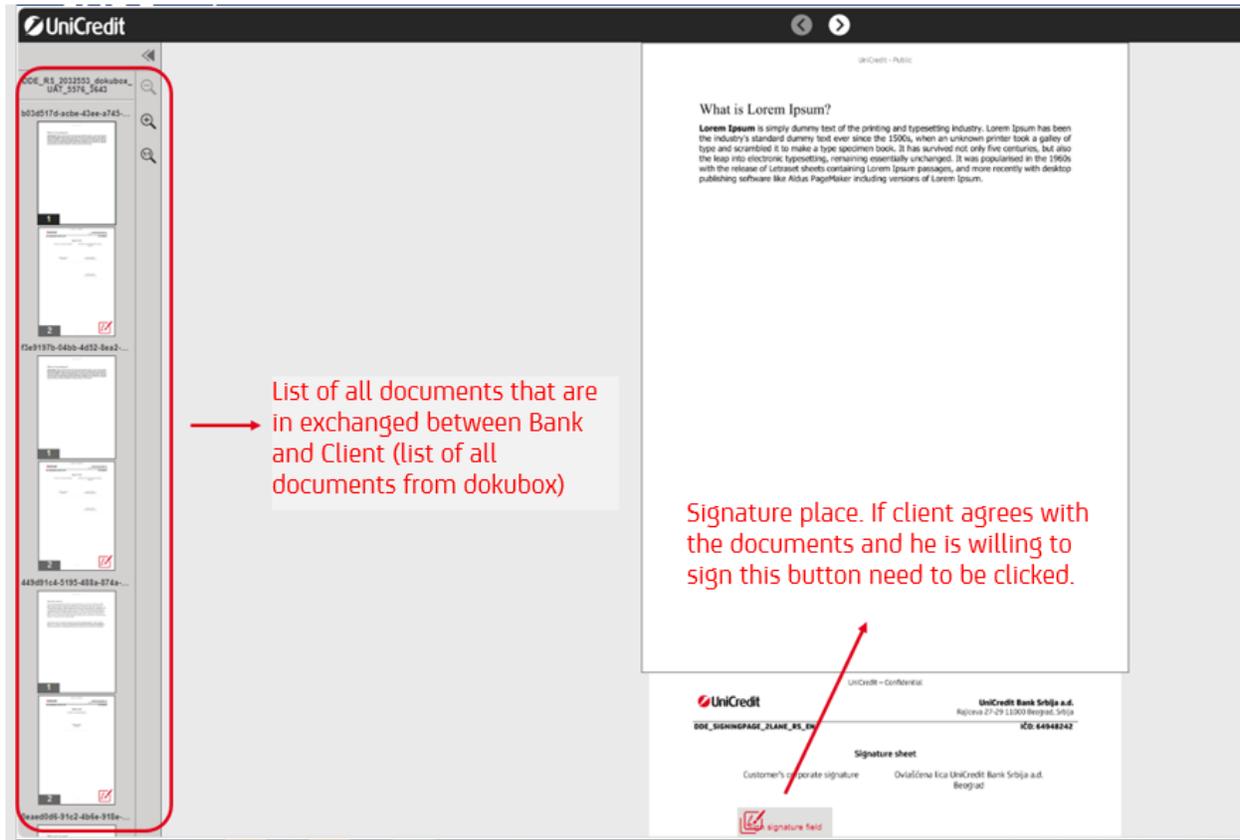
Files:

- b03d517d-acbe-43ee-a745-fb072baa0cb5.pdf
- f3e9197b-04bb-4d52-8ea2-133e048a0f22.pdf
- 449d91c4-5195-488a-874a-7e55973294e8.pdf
- 0eaed0d6-91c2-4b6e-918e-9c9b017f01b9.pdf

The sender requests that you verify your identity with following:

[OK](#)

On the next screen, the End User will be shown all the documents on the left side, as shown in the picture below, and the place for signature, which the End User should click on if he is ready to sign.



In the next step, the End User, if he wishes, can choose to sign all the documentation at once, with one click, using the option Batch Signature - Sign all signatures at once. If the End User does not select this option, signing will continue individually.

Select Signing Method

Deselect Batch-Signature if you do not want to sign all combined signatures at once!

Batch Signature ❗ Sign 4 signatures at once 1
If End User wish to sign all documents at once button Batch Signature need to be selected

Please choose a signature type

Sign with a local certificate
 Sign using a local certificate on your device

Remember signature type ❗

Remember batch signature decision

After the End User choose way of signing Next button need to be clicked.

2 ↑

In the next step, the End User selects his Qualified Certificate and confirms the signature by clicking on the **Sign/Batch sign** button.

Select certificate for signing

Please select one of the following certificates to sign the document

Windows Certificate Store

Issued to	Issued by	Valid to
f862f575-c504-489d-a0bb-d9c1d33f9b77 1	MS-Organization-Access	2032-07-18
Nemanja Simović 200053294	Pošta Srbije CA 1	2028-02-03

Signed by: Nemanja Simović 200053294
Issued by: Pošta Srbije CA 1
Signing time: 04-12-2023 12:17:09

2

When the signing has been successfully completed, the End User's signature will be displayed as in the image below on the "Signature sheet" document, the End User will click on the "**Finish**" button to complete the process of signing the document and thus forward the dokubox to the bank for further processing.

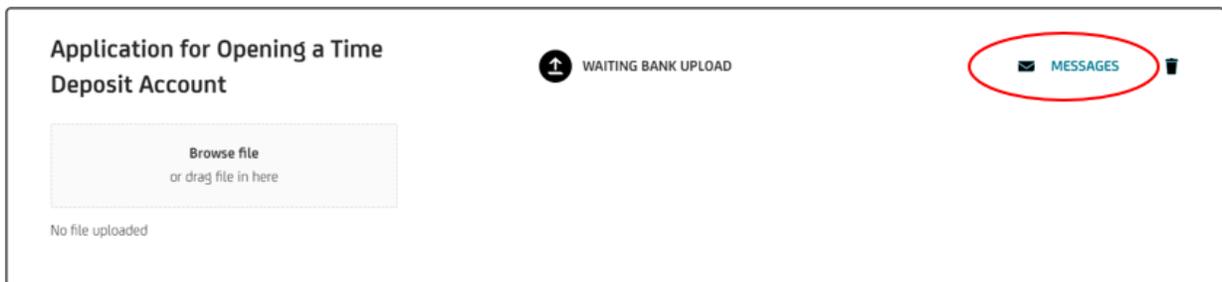


Commenting on the documentation

In addition to options for exchanging and signing documents, the platform also represents a secure channel of communication. The complete process of harmonizing contractual documents can be done within the Platform for each individual document.

Next to each document, there is a Message option, whereby clicking on it, you open a dialog for exchanging information about the specific document

DokuBox: MB Term deposit



Previous messages of Doku

Internal message External message
No messages available...

Field for entering the message text

External saqlasan sam sa predlozenim ugovorom



After entering the text in the provided field, it is necessary to click on the arrow on the right side in order to send the message.

The communication itself is two-way, that is, it can be initiated by the Banker but also by the End User himself.

Archive of signed documentation

In the event of a successful completion of the signing process by all contractual parties, docubox changes the status from In Progress to Finalized.

In order for the End User to be able to access the processes that have been completed, i.e. the docubox that is in the Finalized status, it is necessary to start the search, it is necessary to click on the **Show all filters** button.

UPRAVLJANJE KORISNICIMA PODEŠAVANJA DOKUBOX LISTA

DokuBox lista Kreiraj novi DokuBox

Prikaži sve filtere

Naziv klijenta	DokuBox status
<input type="text"/>	<input type="text"/>
COREDZ broj	Doku status
<input type="text"/>	<input type="text"/>
Iničrao sa moje strane	DokuBox naziv
<input type="checkbox"/>	<input type="text"/>
Pokrenut od strane određenog korisnika	Datum od/do
<input type="text"/>	<input type="text"/>
Dospela stavke	Naziv dokumenta
<input type="checkbox"/>	<input type="text"/>
DokuBox ID	<input type="text"/>

From the drop-down list in the Docubox status field, select the Finished/Finalized option and finally click on the Apply filter button.

On the next page, all docuboxes that are in the requested status and within which the signed documentation is available will be displayed.

The download of the documentation itself is initiated by clicking the Download button.

DokuBox: MB Oročeni depoziti



The screenshot shows a document card for 'Zahtev Za Otvaranje Racuna Orocenog Depozita'. The card includes a status 'ARHIVIRANO' with a trash icon, a 'PORUKE' notification icon, and a document icon with a checkmark and the filename 'SmeOsnovniPodaciODEpozitu.pdf'. A blue 'Preuzmite' button is located at the bottom right, with a red arrow pointing to it from the right side of the image.

Contact for Platform support

In case of support needed for using the Platform, you can contact the e-mail address DDETeam@unicreditgroup.rs