

getting started

account information

payments

file download

payment files

local admin

iBusiness Banking User Guide



User Guide Version 14 – November 2019

The information in this User Guide is believed to be accurate, the Bank makes no warranty, representation or guarantee of any kind in relation to the material in this User Guide, including, but not limited to, any implied warranties of merchantability and fitness for a particular purpose or for any errors or omissions.

COPYRIGHT NOTICE

No part of this User Guide or the Website may be reproduced, stored in a retrieval system or transmitted, in any form or by any means, photocopying, recording or otherwise, without prior written consent of AIB. No liability for any possible infringement of third party intellectual property right is assumed with respect to the use of this User Guide. The content of this User Guide, the Website and the features described therein are subject to change by the Bank.

Copyright © 2009 Allied Irish Banks, p.l.c. All rights reserved. All products or services, mentioned in this User Guide or the Website are covered by the trademarks, service marks or product names as designated by the companies who market those products. There is no intention to transfer any intellectual property rights under this User Guide, the Website or in the Agreement. You must not delete any proprietary notices, trademarks, product names or service marks appearing on any materials furnished to you in connection with iBusiness Banking the Agreement and the Services and you must comply with any instructions issued by the Bank in connection with the protection of these materials. The information content graphics, text and images, buttons, trademarks, trade names and logos (the 'Material') contained in the iBusiness Banking Website and the User Guide are protected by copyright and other intellectual property laws, international laws and international treaties and are not in any way transferred under the Agreement. You are granted a limited non-exclusive non-transferable license solely for your own internal use to refer to, bookmark or point to any page within the iBusiness Banking Website, provided however, that all copyright, trade mark and other proprietary notices are left intact.

about this guide.....

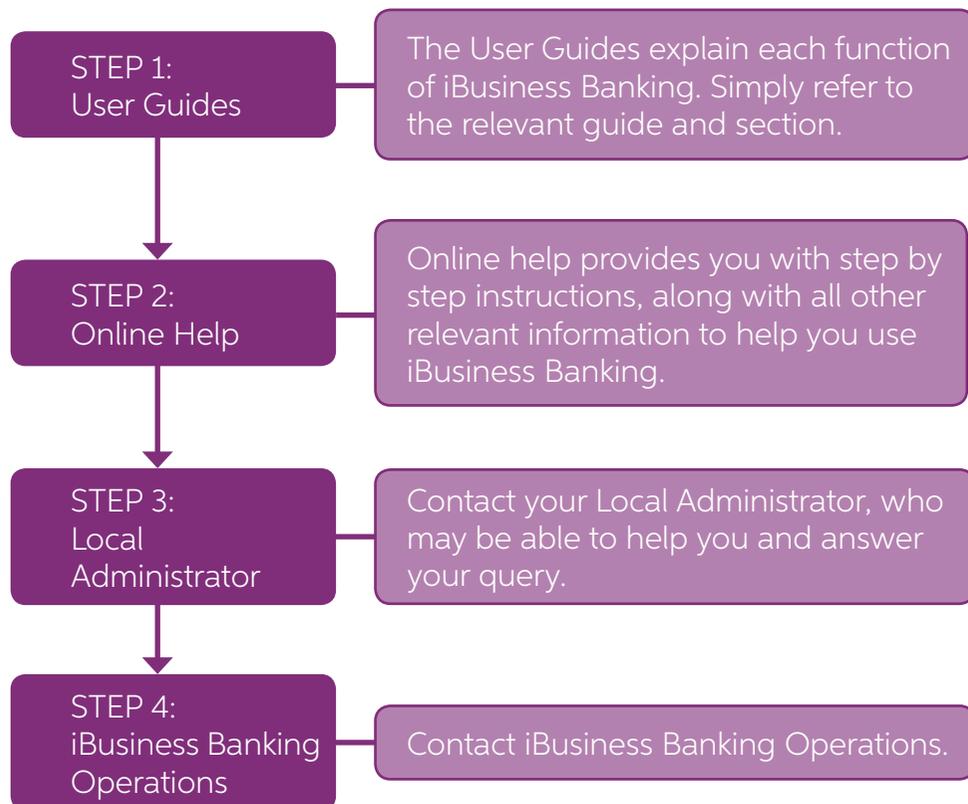
This User Guide details how to use iBusiness Banking. It provides reference information including an overview of the features of iBusiness Banking and should be read in conjunction with the Terms and Conditions of Use and your agreement with the Bank as a whole. This User Guide is intended for use by 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?



structure of user guide.....

In order to help you find the information you need quickly, the User Guide is divided into two 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.

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.

contents...

about...

- File Download

Page 06

about...

how to...

- Download a File and View Previously Downloaded Files

Page 08

how to...

what's in this section...?

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

- File Download
 - Original Autorec
 - Extended Autorec

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

OVERVIEW

The 'File Download' screen enables you to download 'Autorec' (Autorec and Autorec extended) files into your own systems to reconcile your bank accounts. It is suitable if you have large volumes of transactions on your accounts.

An 'Autorec File' includes transaction information from your bank statements.

There are two types of Autorec files available for download.

- Autorec contains Reference Narrative.
- Autorec extended includes End To End Identification, AIB reference number and the 140 characters of additional information that may have been sent with the payment.

For further information on File Download, please contact iBusiness Banking Operations.

MAIN SCREEN

The File Download screen will display the most current files available for download. All files available for download can be displayed by selecting the 'History' option.

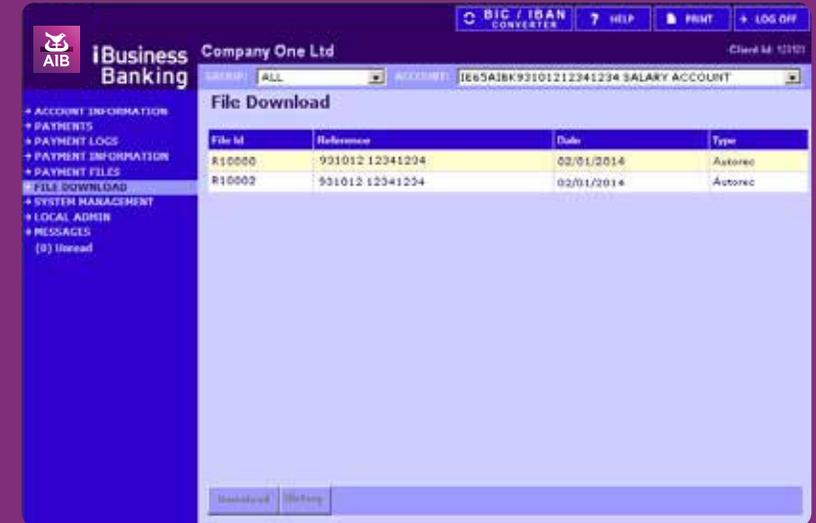
The following details are displayed for each file:

- **File ID:** File ID of the file.
- **Reference:** Reference number of file.
- **Date:** Date file was processed.
- **Type:** Type of file i.e. Autorec or Direct Debit.

Using the File Download screen, you can:

- Download **Autorec** files, where available.
- View the previous 5 downloaded files, where available.

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



File Download Screen

what's in this section...?

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

- [Download a File and View Previously Downloaded Files](#) Page 08

how to...

DOWNLOAD A FILE

1. To access the File Download screen, select **File Download** on the side menu.

The File Download screen will be displayed.

2. From the list of files, select the file which you would like to download.

3. Select **Download**.

A File Download pop-up will be displayed.

4. Select **Save**.

5. Enter file name and select a location on your system/network to save your file.

VIEW PREVIOUSLY DOWNLOADED FILES (no screen shots displayed)

1. Select the file to download from the File Download screen.

2. Select **History**.

The File Download History screen will be displayed.

3. From the list of files, select the file which you would like to download.

4. Select **Download**.

5. Select **Save**.

6. Enter file name and select the system location to save your file.

