



OneTrade

# Information services

User manual

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# 1. Access



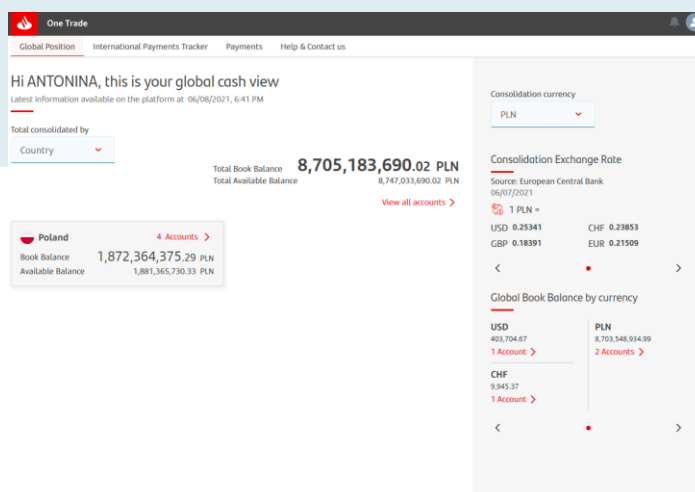
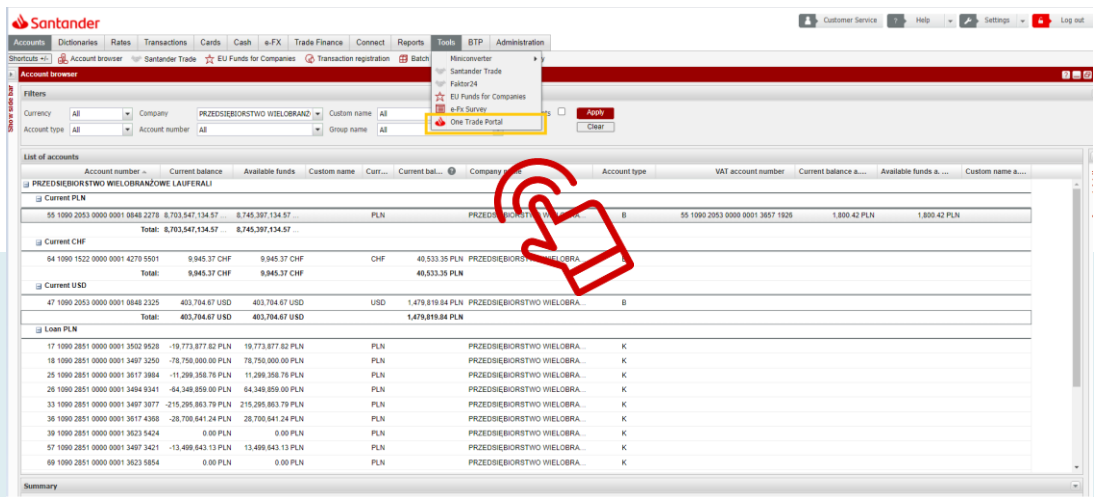
# How to enter the One Trade Portal

One Trade Portal is entered from iBiznes24 electronic banking - using the SSO (Single Sign On) mechanism as a log in method - no need to use separate logins and passwords

## Logging in with iBiznes24

- Being in iBiznes24, find and open the **Tools** tab on the top Menu bar
- We choose the **One Trade Portal** items
- After clicking on **One Trade Portal**, the user will be redirected to One Trade Portal

If you have any questions or concerns, please contact the iBiznes24 hotline at: (+48) 61 856 56 06 | iBiznes24@santander.pl or with your operational advisor



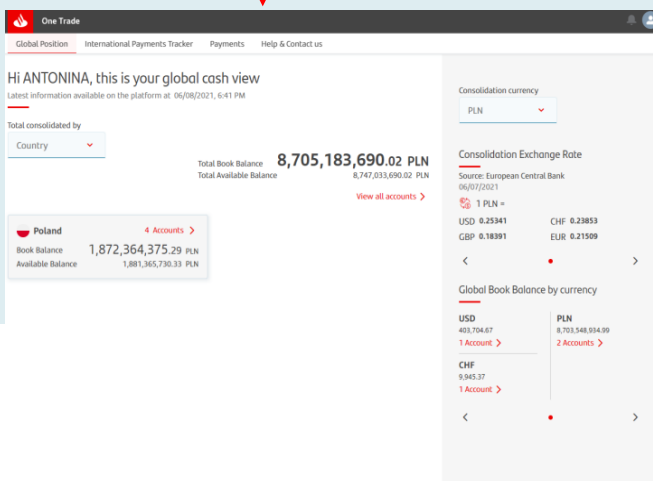
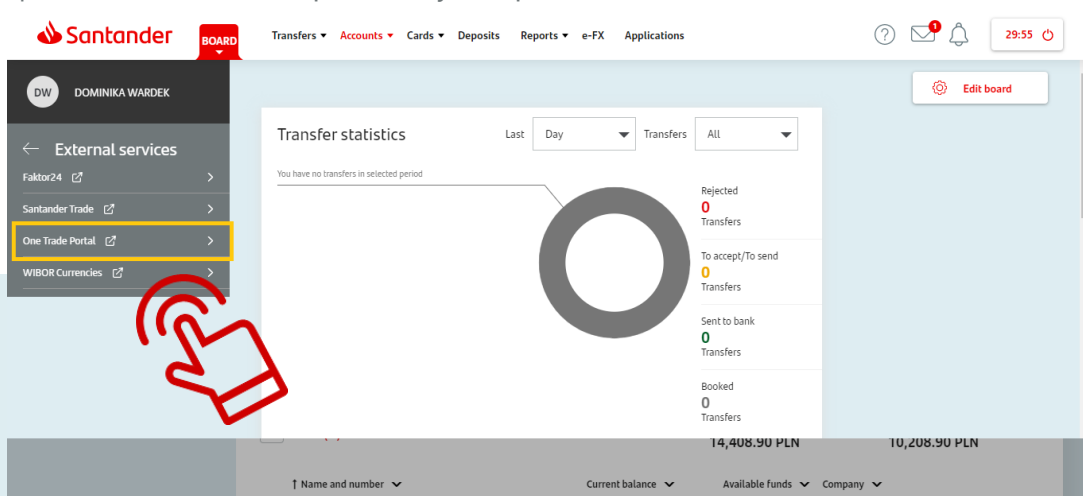
# How to enter the One Trade Portal

One Trade Portal is entered from the iBiznes24 electronic banking - using the SSO (Single Sign On) mechanism as a login method - no need to use separate logins and passwords

## Logging in with new iBiznes24

- Being in iBiznes24, find and open the **Pulpit** tab on the top Menu bar
- We choose the **External services** items
- After clicking on **One Trade Portal**, the user will be redirected to One Trade Portal

If you have any questions or concerns, please contact the iBiznes24 hotline at: (+48) 61 856 56 06 | [iBiznes24@santander.pl](mailto:iBiznes24@santander.pl) or with your operational advisor



# Terms of Reference

Client who visits the One Trade Portal for the first time will have the screen with the Terms of Reference displayed

### Terms & Conditions

Official website of BANCO SANTANDER, S.A. (hereinafter Grupo Santander), an entity registered with the Bank of Spain under registration number 0049, with registered office at Santander, Paseo de Pereda, 9-12 and CIF A-39000013.

All products and services provided by Banco Santander, S.A. They are subject to current legislation and are under the supervision, where appropriate, of the Bank of Spain, National Securities Market Commission, General Directorate of Insurance and Pension Funds and other regulatory bodies.

- Please read the following general conditions carefully. By accessing this address and any of its pages (hereinafter, "the Web") you will be considered a user and it is presumed that you accept these General Conditions. Access to any of the pages of this Website may be limited by the laws and provisions of the different jurisdictions of the countries.
- The information contained in this Website, including that related to certain products and services, is intended for use, basically, by individuals, companies, companies, trusts, natural or legal persons or any other entity (hereinafter "Persons") with residence in Spain or that access from Spain, so Grupo Santander declines all responsibility for the access of Persons in jurisdictions where such distribution or use could be contrary to the regulations or regulations. Certain products and services may not be available or authorized in all jurisdictions or for all People.

I agree to Terms of Service.

Continue

## KEY ELEMENTS

**Terms of Reference:** To be able to use the GTS, the client must accept the Terms of Reference (\*)



## 2. Menu overview



# International Payment Tracker in One Trade: functional scope

Transactions: search by **date**, **amount** and **type of transaction** (credit/debit)  
Tracking SWIFT transfers -  
**International Payments Tracker**



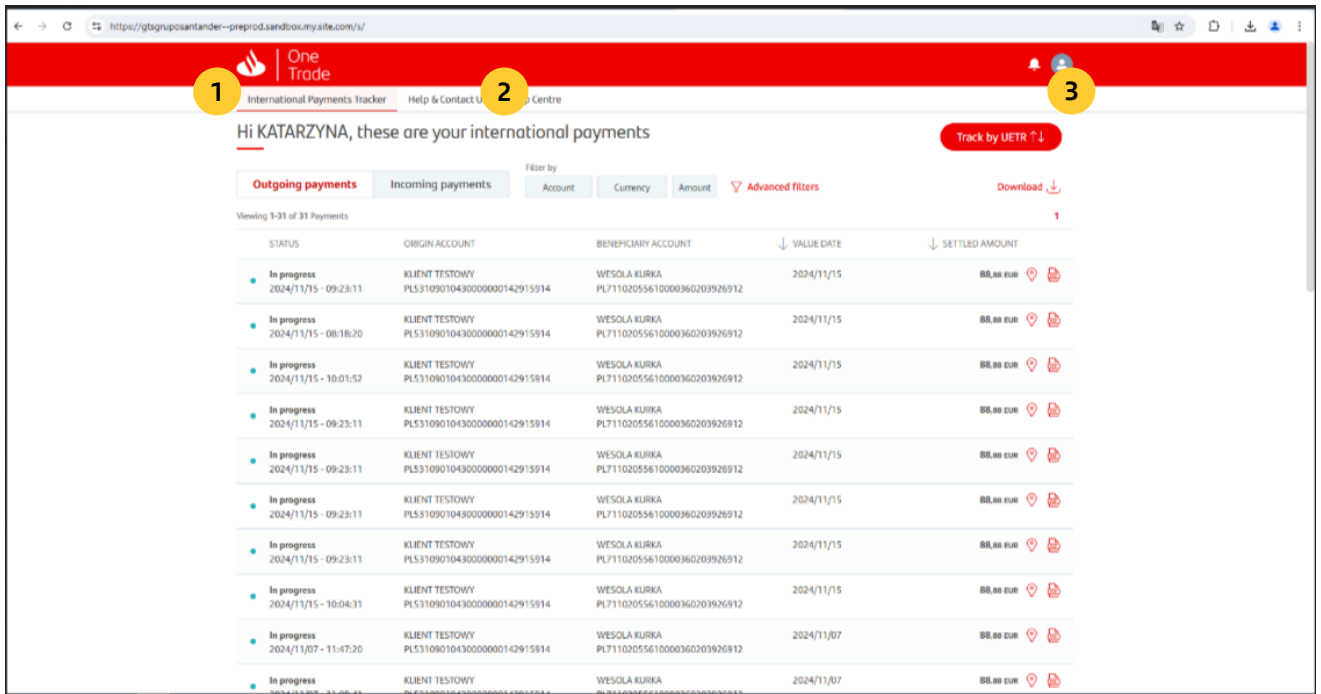
Access to GTS Portal from Local  
Online Banking through **Single Sign  
On** (no new logging in needed)

\* The prerequisite is using the GTS One Trade Portal by a specific member of capital group in a given country and their consent for the access to their accounts by the parent company in that capital group - functionality in processing. Information about this functionality will be presented in a separate communication



# Payments Tracker

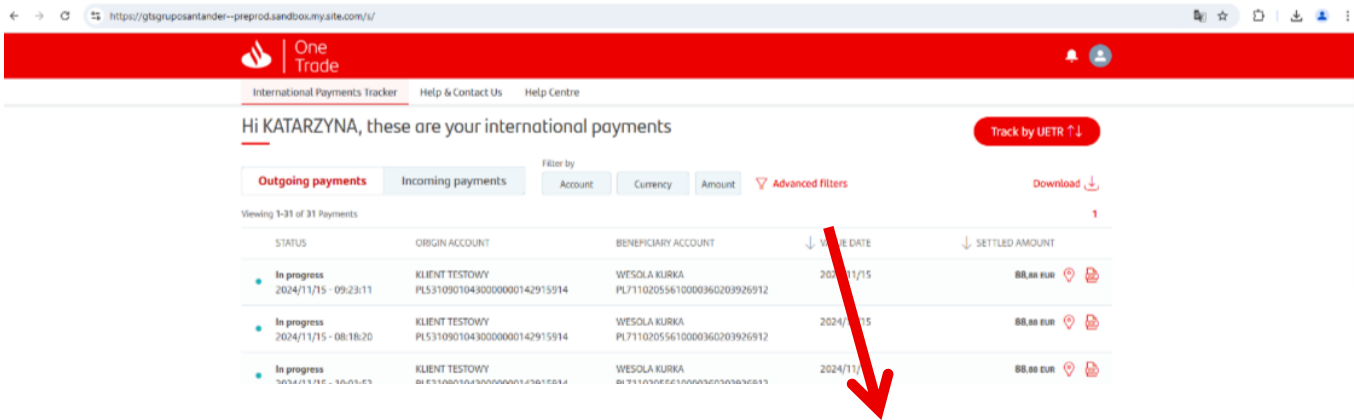
After clicking the International Payments Tracker customers are redirected to a screen tracking their payments



1. International Payments Tracker
2. Help and contact us
3. Profile editing and Log Out

# Payments Tracker

Users can search payments by different parameters using filters



- **Account filter:** user will select any accounts to view its payments
- **Currency filter:** user will select any currencies to view its payments
- **Amount filter:** user will introduce a range of amounts to filter its payments

1. **Origin Account:** a list of accounts with intl. payments will appear
2. **Currency:** list of different currencies, just one choice
3. **Amount:** select a range of numbers
4. **Status:** choose multiple status (Completed, In progress, Rejected, On hold)
5. **Beneficiary account number:** introduction of an account number
6. **Destination country:** list of countries, just one choice possible
7. **Value Date:** range of date within the payment has been executed
8. **That contains:** look for a payment that contains a text message

### Advanced filters

Origin Account:  1

Currency:  2

Amount:   3

Status:  4

Beneficiary account:  5

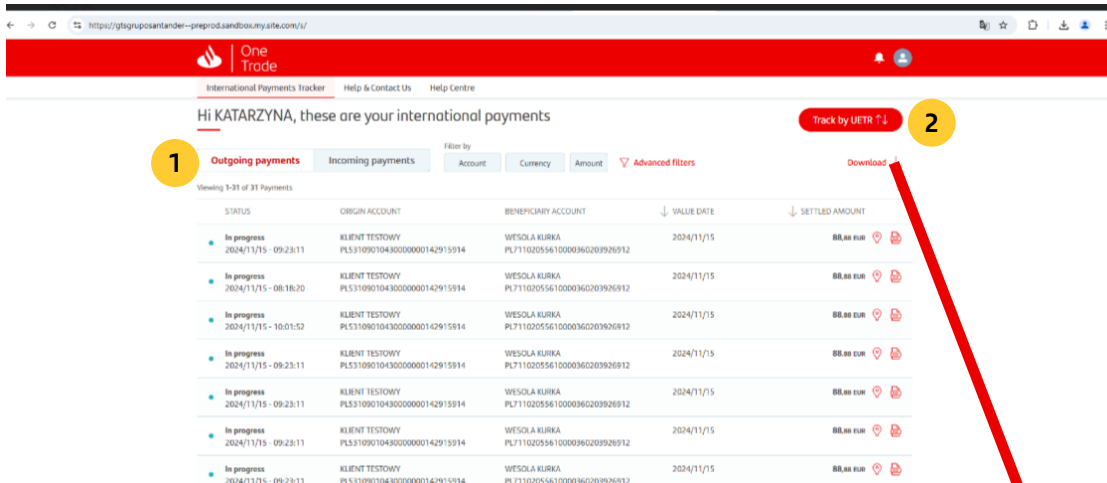
Destination country:  6

Value date:   7

That contains:  8

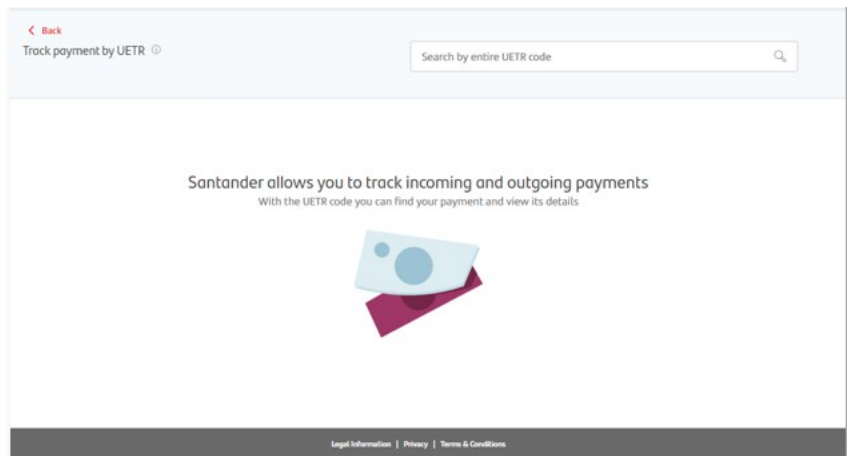
# Payments Tracker

User will be able to look for a specific payment by introducing its UETR



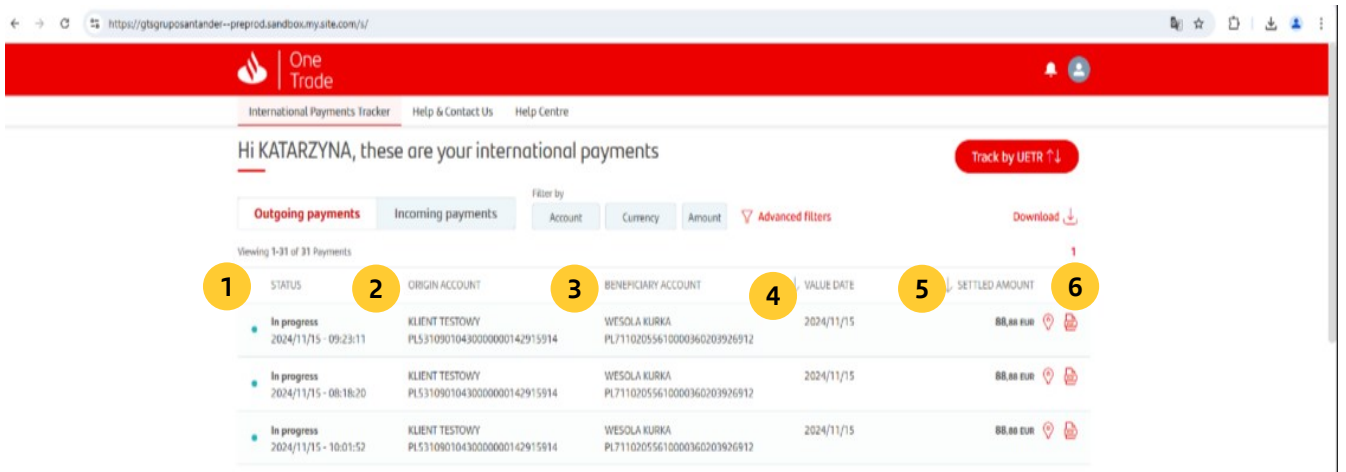
1. **Outgoing / Incoming payments selector:** user will be able to view its payments sent (outgoing) or entry/received payments (incoming) by selecting above

2. **Track by UETR:** allow user to search any SWIFT network payment introducing its UETR, either inbound or outbound



# Payments Tracker

After entering the Tracker (when payments have been made in the last 15 days) or searching it using its UETR, a table will appear with payments and the tracking option



## Search results view

1. **Status:** 4 options (In progress, Rejected, On hold, Completed) as well as the date of update
2. **Origin account:** name of the company and origin account
3. **Beneficiary account:** name of the company and destination account
4. **Value date:** effective date of the payment
5. **Settled amount:** transferred funds
6. **Payment Track:** after clicking this button the user will see the details of the payment track (next slide)

# Payments Tracker

Once the tracking icon is selected, a window will appear with the details of the payment history, the accumulated fees and the banks involved in payment processing

< International Payments Tracker




Tracking Details

**In progress** 1

Arrived at BANCO SANTANDER S.A.  
Status update 02/12/2020, 08:07:26

**2** Amount **1.600,16** USD  
Fees 3,03 USD

Value Date 03/12/2020    Total Elapsed Time 0 days 0 h 0 m 34 s    UETR 19ff8dba-3536-41eb-b06e-4db2d7061d9c    [More detail](#) ▼

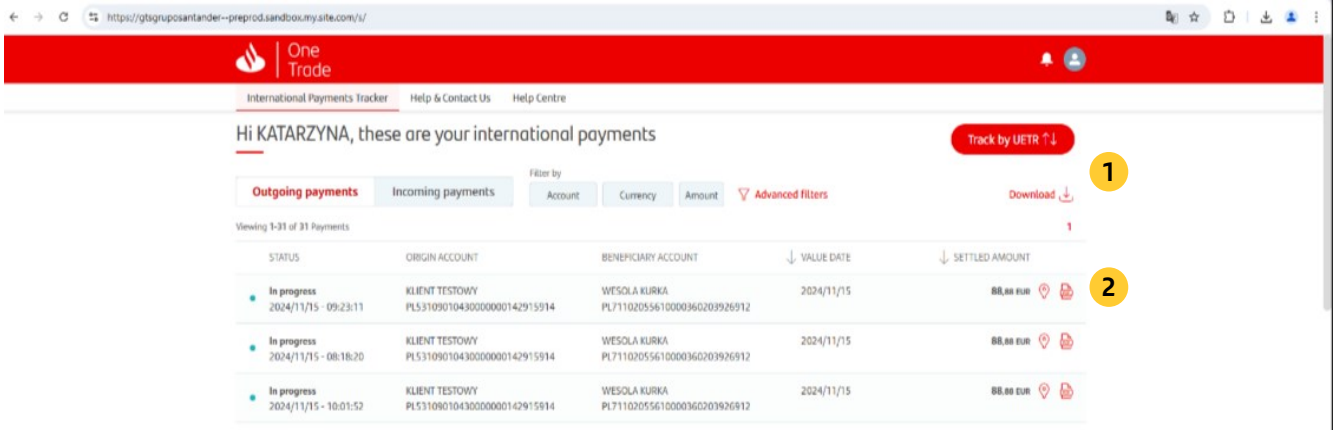
<b>3</b>	<b>4</b>	<b>5</b>	<b>6</b>	<b>7</b>	<b>8</b>
BANK & BIC FLOW	COUNTRY	ARRIVAL TIME	DURATION	DEPARTURE TIME	FEE APPLIED
 SANTANDER BANK POLSKA S.A. ... WBKPPLP0XXX	WARSZAWA Poland			03/12/2020 08:06:51	3,03 USD
 BANCO SANTANDER S.A. BSCHESM0XXX	MADRID Spain	03/12/2020 08:06:59			Not Applied
 undefined undefined	undefined undefined				Not Applied

## Payment tracking details

- 1. Status:** current status of the payment
- 2. Amount:** Amount of the payment
- 3. Bank&BIC:** banks who participate in payment processing
- 4. Country:** country where the bank is located
- 5. Arrival time:** day and hour when the bank has received the payment
- 6. Duration:** payment processing time
- 7. Sending time:** day and hour when the bank sent the payment
- 8. Fee:** field showing if the bank had applied any fee in the payment

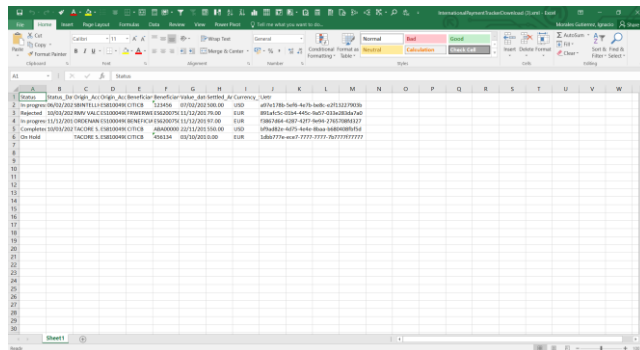
# Payments Tracker

In the search results screen, the user can download the XML file of any payment and the MT103 copy of all payments



## Search results view

1. **Download:** the user may download the search results in XML file

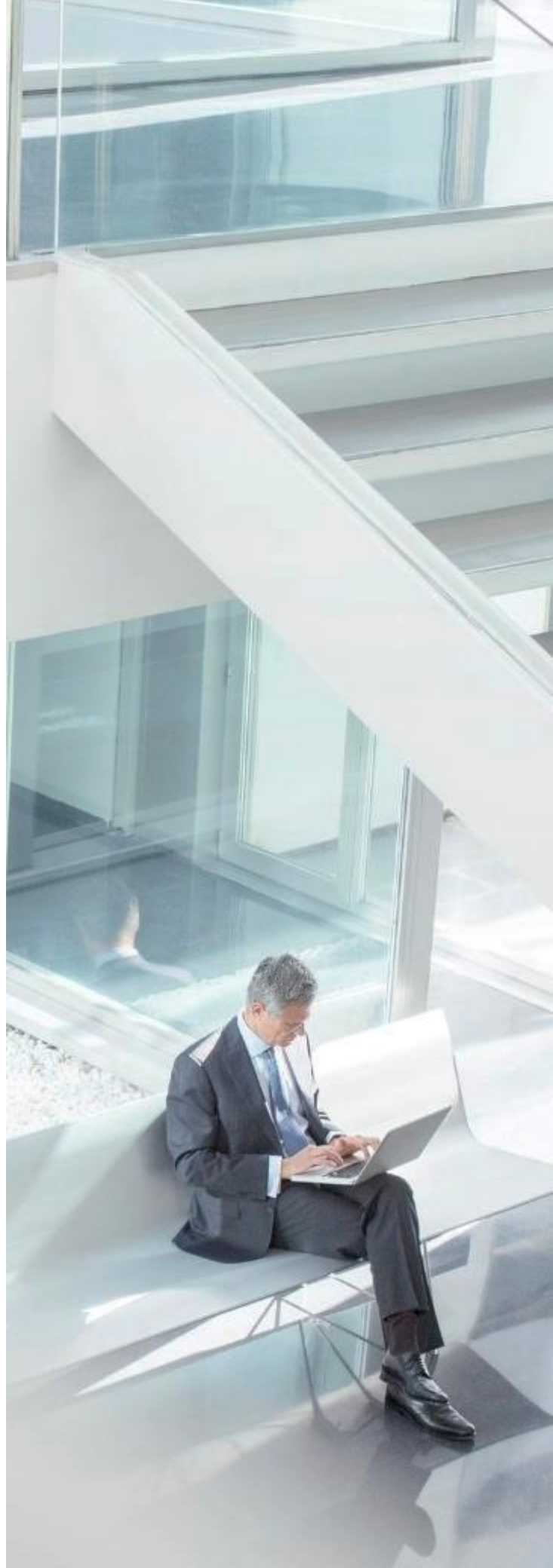


2. **MT103 Copy:** by clicking on this icon the user will download a MT103 copy in PDF

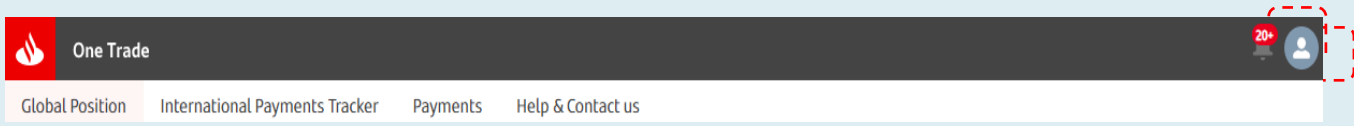
```
{1:F21BSCHEM0AXXX4762790460}{4:{177:191122111}{451:0}{108:E200000000063601}}{1:F01BSCHEM0AXXX4762790460}{2:1103CHASUS3  
OXXXXN}{3:{108:E200000000063601}{119:STP}{111:001}{121:bf9ad82e-4d75-4e4e-8baa-b680408bf5d}}{4:  
:20:0075185601006755  
:23B:CRED  
:32A:1911122USD550,  
:33B:USD550,  
:50K:/ES8100490075473000562155  
TACORE S.O. MODA S.N.C  
ES S B98308174  
:59:/ABA000002895ACC990000XXX  
CITICB  
Madrid  
Madrid,ES  
:70:Prueba ABA INCORRECTOS  
:71A:SHA  
:71F:USD0,  
-}{5:(CHK:DAA017523769){TNG:}}{S:}{SPD:}}
```



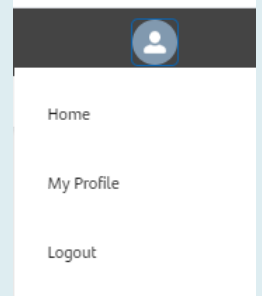
# 3. Configuration & Profile



# My Profile

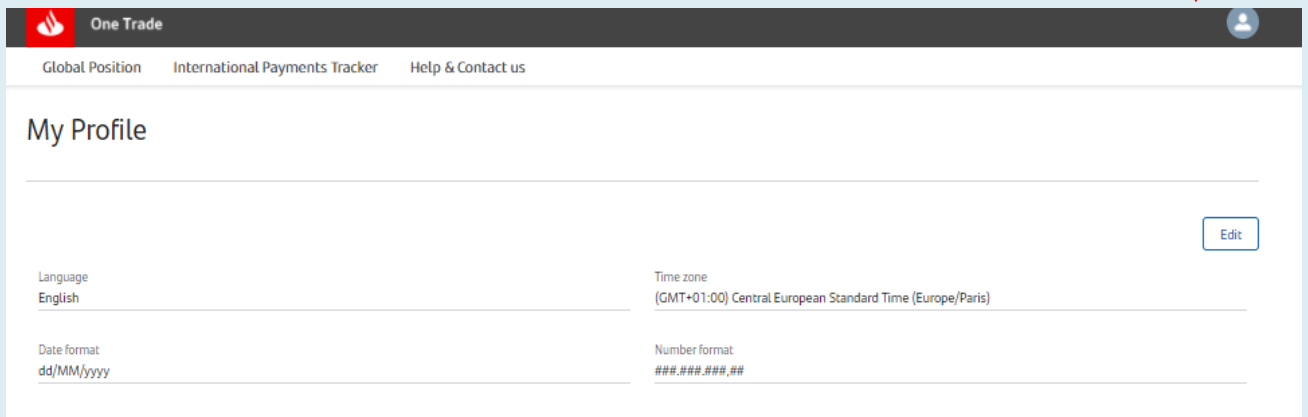


The “Profile & Log out” section in the menu contains the following three options:



In **“My Profile”** the user may modify the following parameters:

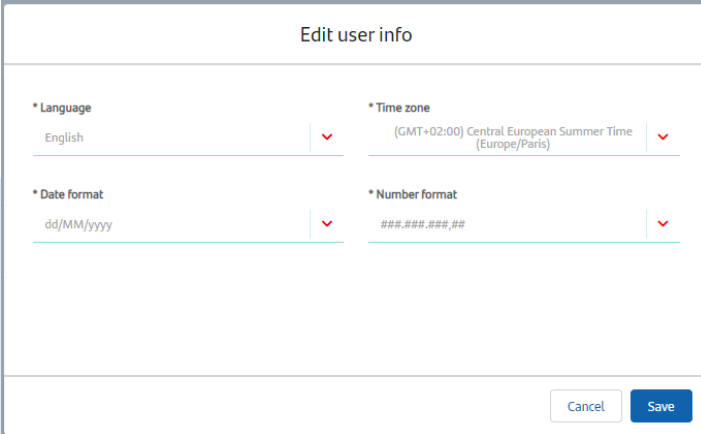
- **Language:** (English, Spanish, Portuguese or Polish)
- **Time zone:** the user's time zone
- **Date format:** dd/mm/yyyy or mm/dd/yyyy
- **Format number:** thousands or decimal separator



# My Profile

After clicking the **Edit** button the client will see a window with the following options:

- Editing parametres



The screenshot shows a dialog box titled "Edit user info" with four dropdown menus for configuration:

- \* Language**: English
- \* Time zone**: (GMT+02:00) Central European Summer Time (Europe/Paris)
- \* Date format**: dd/MM/yyyy
- \* Number format**: ###.###.###.###

At the bottom right, there are two buttons: "Cancel" and "Save".

After selecting preferred parametres, the user clicks the "Save" option from the drop-down list to save the changes.

After selecting the **Log out** option, the system will close the session and move the user to the access link.

## 4. Help & Contact



# Help & Contact

The Help & Contact section in the menu presents information about how to contact Santander client service, either by phone or by email

Global Position International Payments Tracker Payments **Help & Contact Us** 1

## How can we help you?

### International Payments Tracker

- What is International Payments Tracker? ▾
- Can I see the status of all my international payments? ▾
- How is it possible to obtain this information? ▾
- Which are the different statuses of a payment? ▾
- Are all banks informing about the status of the payment? ▾
- I have ordered an international payment but I don't see it in the One Trade service. ▾
- Is the status of the payment obtained in Real Time? ▾

**Send us an email**  
cob@santander.pl

**Call us**  
+48 71 393 8888  
Operating hours: From 8 to 5 pm CET

Legal information Privacy Terms and Conditions

## 1. Help&Contact us: contact details and FAQ