

# USER AND OPERATIONS MANUAL IMPLEMENTING THE REGISTRY OF MOVABLE COLLATERALS SYSTEM IN QATAR CENTRAL SECURITIES DEPOSITORY

*PRESENTED TO:*

**QATAR CENTRAL SECURITIES DEPOSITORY &  
THE GOVERNMENT OF QATAR**

*PRESENTED BY:*



*IN ASSOCIATION WITH:*



*MAY 2022*

**VERSION HISTORY**

<b>Version #</b>	<b>Developed by</b>	<b>Date</b>	<b>Description</b>
1.0	IOS Partners, Inc.	<05/05/2022>	User and Operations Manual

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**DISCLAIMER**

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**GLOSSARY OF ABBREVIATIONS**

<b>CR</b>	Collateral Registry
<b>IT</b>	Information Technology
<b>MCR</b>	Moveable Collateral Registry
<b>NAS</b>	National Authentication System
<b>PIN</b>	Personal Identification Number
<b>QCSD</b>	Qatar Central Securities Depository
<b>STR</b>	Secured Transactions Registry
<b>TIN</b>	Taxpayer Identification Numbers

**EXECUTIVE SUMMARY**

The purpose of this document is to present the user and training manual for the Secured Transactions/ Moveable Collateral Registry System. This document provides a detailed description of the Collateral Registry System and covers fundamental elements of the operational and logistical components for the use of a modern secured transaction registry.

The report presents overall structure of the product, which is defined from a functional viewpoint. It describes the basic steps to be followed by the users and Moveable Collateral Registry to enable them to efficiently use the system, thus ensuring Moveable Collateral Registry's capacity to use, support and administer the system.

The report outlines the following procedures:

- Opening of a New Account in the Registry
- Registration
- Amendments
- Search
- My Registrations
- Account Management

The content of this document will assist to conduct an effective training program and to introduce users to the functions of the MCR ensuring successful implementation of the Moveable Collateral Registry System in Qatar.

This document is being presented to the representatives of Qatar Central Securities Depository (QCSD) in order to obtain feedback on the user and operations manual and ensure smooth project implementation and effective communication between the counterparts and the IOS Team.

## 1. USE USER AND TRAINING MANUAL: OVERVIEW

The purpose of this document is to present the user and training manual for the Secured Transactions / Moveable Collateral Registry System. This document provides a detailed description of the Moveable Collateral Registry System and covers fundamental elements of the operational and logistical components for the use of a modern secured transaction registry.

The report presents overall structure of the product, which is defined from a functional viewpoint. It describes the basic steps to be followed by the users to enable them to efficiently use the system, thus ensuring capacity to use, support and administer the system.

The report outlines the following procedures:

- Opening of a New Account in the Registry
- Registration
- Amendments
- Search
- My Registrations
- Account Management

### 1.1. Opening of a New Account in the Registry

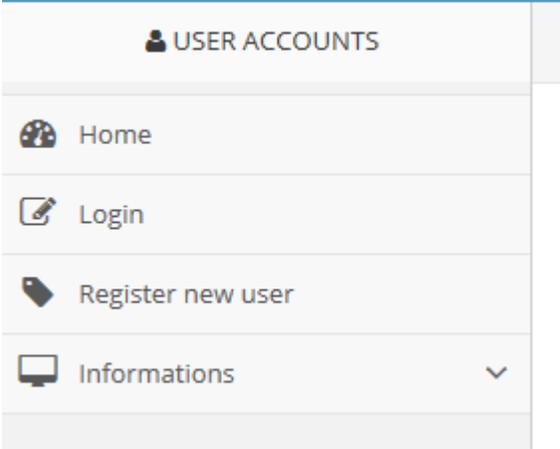
#### Introduction

This function allows the user to enter the application and use the functionalities in accordance with the defined access authorization. Once the user has entered the application, he/she can do registrations, amendments and changes.

New user wants to use the application, but has no user account opened and can only access the Moveable Collateral Registry (MCR) home page. User must enter personal data, necessary to open the user account. The account will be activated once it is verified by the authorized administrator.

#### Procedure

Follow the steps below to open a new account in the STR.

STEP	ACTION
1.	<p>Opening the new account enables accessing the data in the Moveable Collateral Registry database in order to perform the registration and search functions. The account number must be a unique company number issued by the authorized institution. The unique number for an individual is a personal ID number from the ID card issued by the authorized body. <b>Opening an account</b> procedure should be conducted in a way that Registry application must strictly support the written process of account opening. A request for opening an account can only be submitted electronically using the Registry web application.</p> <p>The user will log in into the MCR home page and will select <b>Register New User</b> option.</p>  <p>The user will click on  button.</p>

STEP	ACTION
2.	<p>The application provides general instructions for creating a new account.</p> <p>Registering new user</p>  <p style="text-align: right; color: #0070C0;">STEP 1 - General Terms and Conditions</p> <p>To go to the next step the user should select option.</p>
4.	<p>The application provides the option for further confirmation of the account opening process and displays the "General Terms and Conditions" of the use of Registry.</p> <p><b>Terms and conditions for the use of Registry</b></p> <p style="text-align: center;"><b>GENERAL TERMS AND CONDITIONS FOR THE USE OF SECURED TRANSACTIONS REGISTRY FOR THE OWNERS OF THE USER ACCOUNT</b></p> <div style="border: 1px solid #ccc; padding: 10px; margin: 10px 0;"> <ol style="list-style-type: none"> <li>1. By accepting these General Terms and Conditions, the client becomes the Owner of the User Account within the Secured Transactions Registry, which provides the User Account Owner the rights and obligations contained in the Law on Secured Transactions, bylaws passed in accordance with the Law and General Terms and Conditions herein.</li> <li>2. By opening the User Account with the Secured Transactions Registry (hereinafter: the Registry), the Owner of the User Account gains access to the Registry services, consisting of the following:             <ol style="list-style-type: none"> <li>a. User Account service;</li> <li>b. Online registration and amendments of registration;</li> <li>c. Online search of Registry Database;</li> <li>d. Issuance of the Pledge Registry Certificate by the Registry in accordance with the Secured Transactions Law and bylaws;</li> <li>e. Keeping the Owner's Account balance within the Registry and anytime access to the balance account by the Owner;</li> <li>f. Help Desk Registry assistance during work-hours.</li> </ol> </li> </ol> </div>
5.	<p><b>Accepting Terms and Conditions</b></p> <p>After General Terms and Conditions are displayed, the application shows options "Accept" and "Do Not Accept."</p> <p>In the case that user does not accept of selection the the user must click of the  option, the application returns the user to the home page of the application. In the case of acceptance of the General Terms and Conditions, the application displays the form to enter the data required to open an account.</p>

STEP	ACTION
	<div style="text-align: center;"> <input type="checkbox"/> <b>ACCEPT GENERAL TERMS AND CONDITIONS</b> </div>
<p>6.</p>	<p><b>Form for the entry of the user information</b></p> <p>The suggested sequence for entry of the data required for opening an account is as follows:</p> <ul style="list-style-type: none"> <li>- *Entity type.             <ul style="list-style-type: none"> <li>o Individual or Business entity</li> </ul> </li> <li>- *Business ID.             <ul style="list-style-type: none"> <li>o Company Name, or</li> <li>o</li> </ul> </li> <li>- * National ID:             <ul style="list-style-type: none"> <li>o Name</li> <li>o Surname</li> </ul> </li> <li>- * Address:             <ul style="list-style-type: none"> <li>- Zone/City</li> <li>- Country (Default Qatar)</li> </ul> </li> <li>- * Telephone</li> <li>- * E-mail address</li> <li>- * Authorized representative: Name</li> <li>- * Authorized representative: Name</li> <li>- * Unique account Username (log in),</li> <li>- Username as registered at NAS</li> <li>- *PIN</li> </ul> <p><b>Note:</b> * Mandatory fields of entry in the application</p> <p><b>Note:</b> For two types of user accounts: for Business ID: the company name is mandatory; for National ID: the name and surname are mandatory. Validation algorithm will be run against the national or business ID.</p> <p><b>Upload of supporting documents in the system</b></p> <p>STEP 4 Master Account Info</p> <p>Name and surname</p> <p>Email</p> <p>Username</p> <p>NAS Username</p> <p>Password</p> <p>PIN</p>

STEP	ACTION
	User uploads documents into the system required for electronic registration. In case user does not have all required files at hand and/or in format required (PDF), registration data will be saved and system will automatically send email to user with secure link where the user can upload data at later stage.

7.	<p><b>Validation and confirmation of entered data</b></p> <p>The user validates the entered data and confirms by selecting the <b>Next</b> option.</p> 
8.	<p><b>Validation and confirmation of user registration.</b></p> <p>Registering new user</p>  <p>✓ User and Application user registration completed</p> <p>Click </p> <p><b>NOTE: User will receive a notification on registration via email.</b></p>

1.2. Registration

Introduction

This function allows the registered user to do the real-time registry searches of existing registrations, which in turn allows him/her seeing pledge priority order. User is given possibility to register the property and create registration document.

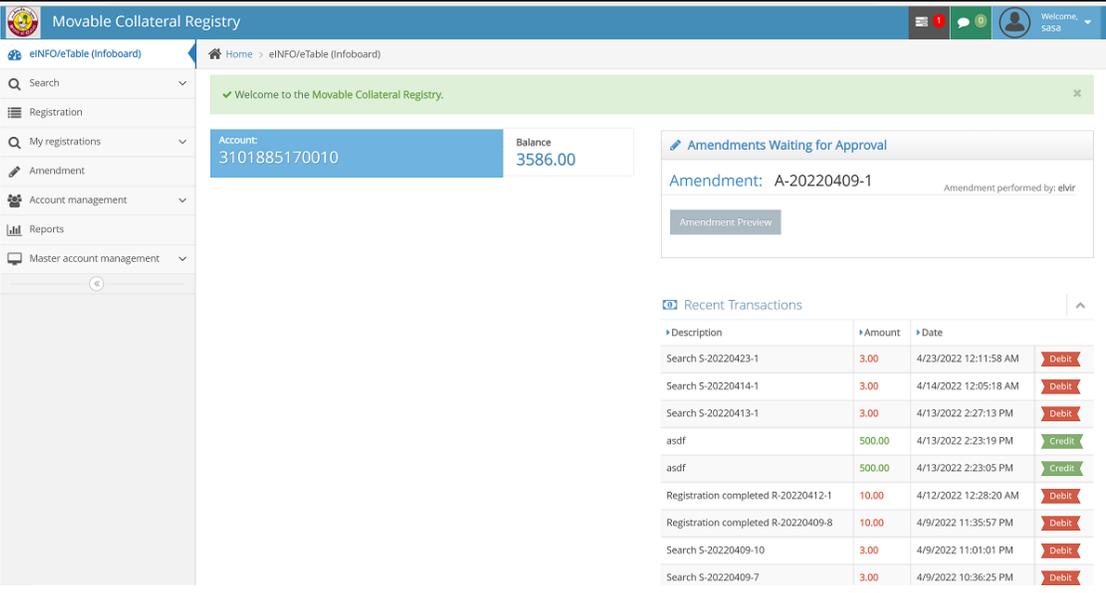
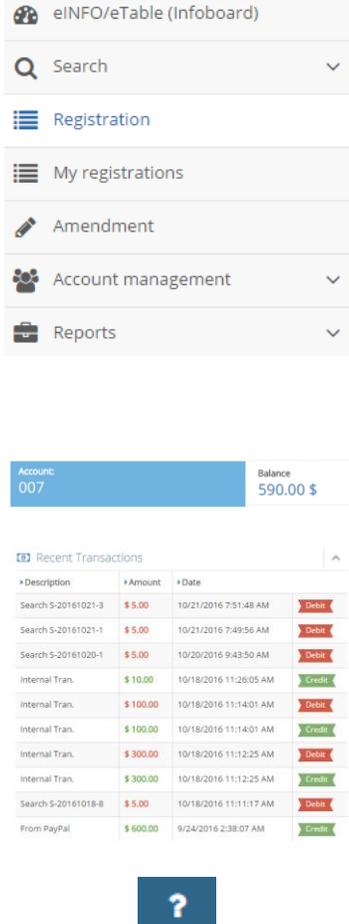
User intends to register a pledge but first needs to check if the property is already pledged. It is necessary to provide user information on chosen property in real-time, with user entering all the necessary data. User must be given information of the costs at any given time, and cost must be evident on the user’s account. Registration document must be created and printed out, and it will serve as a basis for legal certification of the pledge.

Procedure

Follow the steps below to do the registration:

STEP	ACTION
1.	<p>1. Process starts with the user deciding to register assets in the Moveable Collateral Registry</p> <p>2. User needs to enter the application portal.</p> <div data-bbox="683 999 1083 1663" style="text-align: center;"> </div> <p>The user will log in into the STR home page and will select <b>Login registered user</b> option.</p> <div data-bbox="345 1749 475 1785" style="text-align: center;">  Login </div>

STEP	ACTION
	<p>When <b>Login registered user</b> option is selected pop up window opens, where user enters the user ID and password assigned by the NAS. User will select “<b>Log in</b>” to enter the registry.</p> <div data-bbox="570 405 1162 1077" style="text-align: center;"><h2 data-bbox="706 411 1141 537">Movable Collateral Registry</h2><p data-bbox="589 611 997 646">Please enter your information.</p><div data-bbox="589 688 1141 865"><input data-bbox="589 688 1141 745" type="text" value="Username"/> <input data-bbox="589 745 1141 802" type="text" value="NAS Username"/> <input data-bbox="589 802 1141 865" type="password" value="Password"/></div><div data-bbox="950 905 1141 961" style="background-color: #0070C0; color: white; padding: 5px; display: inline-block; margin-top: 10px;">Login</div><div data-bbox="570 1024 1162 1077" style="background-color: #0070C0; color: white; padding: 5px; display: inline-block; margin-top: 20px;"><a href="#" style="color: white; text-decoration: none;">Reset NAS password</a>     <a href="#" style="color: white; text-decoration: none;">Register new user</a></div></div> <p>If no user or password is entered at the top corner of the page, <b>Incorrect User or Password</b> message will appear.</p>
2.	On the user home page, there is an info board, which shows summary functions and information dashboard.

STEP	ACTION																																												
	 <p>The screenshot shows the 'Movable Collateral Registry' interface. At the top, there's a navigation bar with 'eINFO/eTable (Infoboard)' and a search bar. A sidebar on the left contains menu items: Search, Registration, My registrations, Amendment, Account management, Reports, and Master account management. The main content area displays a welcome message, account details (Account: 3101885170010, Balance: 3586.00), a section for 'Amendments Waiting for Approval' (Amendment: A-20220409-1), and a 'Recent Transactions' table.</p> <table border="1" data-bbox="990 546 1421 840"> <caption>Recent Transactions</caption> <thead> <tr> <th>Description</th> <th>Amount</th> <th>Date</th> <th>Type</th> </tr> </thead> <tbody> <tr> <td>Search S-20220423-1</td> <td>3.00</td> <td>4/23/2022 12:11:58 AM</td> <td>Debit</td> </tr> <tr> <td>Search S-20220414-1</td> <td>3.00</td> <td>4/14/2022 12:05:18 AM</td> <td>Debit</td> </tr> <tr> <td>Search S-20220413-1</td> <td>3.00</td> <td>4/13/2022 2:27:13 PM</td> <td>Debit</td> </tr> <tr> <td>asdf</td> <td>500.00</td> <td>4/13/2022 2:23:19 PM</td> <td>Credit</td> </tr> <tr> <td>asdf</td> <td>500.00</td> <td>4/13/2022 2:23:05 PM</td> <td>Credit</td> </tr> <tr> <td>Registration completed R-20220412-1</td> <td>10.00</td> <td>4/12/2022 12:28:20 AM</td> <td>Debit</td> </tr> <tr> <td>Registration completed R-20220409-8</td> <td>10.00</td> <td>4/9/2022 11:35:57 PM</td> <td>Debit</td> </tr> <tr> <td>Search S-20220409-10</td> <td>3.00</td> <td>4/9/2022 11:01:01 PM</td> <td>Debit</td> </tr> <tr> <td>Search S-20220409-7</td> <td>3.00</td> <td>4/9/2022 10:36:25 PM</td> <td>Debit</td> </tr> </tbody> </table>	Description	Amount	Date	Type	Search S-20220423-1	3.00	4/23/2022 12:11:58 AM	Debit	Search S-20220414-1	3.00	4/14/2022 12:05:18 AM	Debit	Search S-20220413-1	3.00	4/13/2022 2:27:13 PM	Debit	asdf	500.00	4/13/2022 2:23:19 PM	Credit	asdf	500.00	4/13/2022 2:23:05 PM	Credit	Registration completed R-20220412-1	10.00	4/12/2022 12:28:20 AM	Debit	Registration completed R-20220409-8	10.00	4/9/2022 11:35:57 PM	Debit	Search S-20220409-10	3.00	4/9/2022 11:01:01 PM	Debit	Search S-20220409-7	3.00	4/9/2022 10:36:25 PM	Debit				
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<p>3</p>	 <p>This section provides a detailed view of the main menu functions and transaction list. The menu items are: Search, Registration, My registrations, Amendment, Account management, and Reports. Below the menu is a balance display for account 007 with a balance of 590.00 \$. The 'Recent Transactions' table is also shown.</p> <table border="1" data-bbox="349 1449 682 1743"> <caption>Recent Transactions</caption> <thead> <tr> <th>Description</th> <th>Amount</th> <th>Date</th> <th>Type</th> </tr> </thead> <tbody> <tr> <td>Search S-20161021-3</td> <td>\$ 5.00</td> <td>10/21/2016 7:51:48 AM</td> <td>Debit</td> </tr> <tr> <td>Search S-20161021-1</td> <td>\$ 5.00</td> <td>10/21/2016 7:49:56 AM</td> <td>Debit</td> </tr> <tr> <td>Search S-20161020-1</td> <td>\$ 5.00</td> <td>10/20/2016 9:43:50 AM</td> <td>Debit</td> </tr> <tr> <td>Internal Tran.</td> <td>\$ 10.00</td> <td>10/18/2016 11:26:05 AM</td> <td>Credit</td> </tr> <tr> <td>Internal Tran.</td> <td>\$ 100.00</td> <td>10/18/2016 11:14:01 AM</td> <td>Debit</td> </tr> <tr> <td>Internal Tran.</td> <td>\$ 100.00</td> <td>10/18/2016 11:14:01 AM</td> <td>Credit</td> </tr> <tr> <td>Internal Tran.</td> <td>\$ 300.00</td> <td>10/18/2016 11:12:25 AM</td> <td>Debit</td> </tr> <tr> <td>Internal Tran.</td> <td>\$ 300.00</td> <td>10/18/2016 11:12:25 AM</td> <td>Credit</td> </tr> <tr> <td>Search S-20161018-8</td> <td>\$ 5.00</td> <td>10/18/2016 11:11:17 AM</td> <td>Debit</td> </tr> <tr> <td>From PayPal</td> <td>\$ 600.00</td> <td>9/24/2016 2:38:07 AM</td> <td>Credit</td> </tr> </tbody> </table> <p>Below the transactions is an 'Interactive Help Function' button represented by a question mark icon.</p>	Description	Amount	Date	Type	Search S-20161021-3	\$ 5.00	10/21/2016 7:51:48 AM	Debit	Search S-20161021-1	\$ 5.00	10/21/2016 7:49:56 AM	Debit	Search S-20161020-1	\$ 5.00	10/20/2016 9:43:50 AM	Debit	Internal Tran.	\$ 10.00	10/18/2016 11:26:05 AM	Credit	Internal Tran.	\$ 100.00	10/18/2016 11:14:01 AM	Debit	Internal Tran.	\$ 100.00	10/18/2016 11:14:01 AM	Credit	Internal Tran.	\$ 300.00	10/18/2016 11:12:25 AM	Debit	Internal Tran.	\$ 300.00	10/18/2016 11:12:25 AM	Credit	Search S-20161018-8	\$ 5.00	10/18/2016 11:11:17 AM	Debit	From PayPal	\$ 600.00	9/24/2016 2:38:07 AM	Credit
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Main menu functions  
Please note: Main menu functions will depend on user's rights. If some rights are not assigned to the user, menu option will not be presented to user.

Balance of funds available for user.

The list of most recent fees and payment transactions

Interactive Help Function

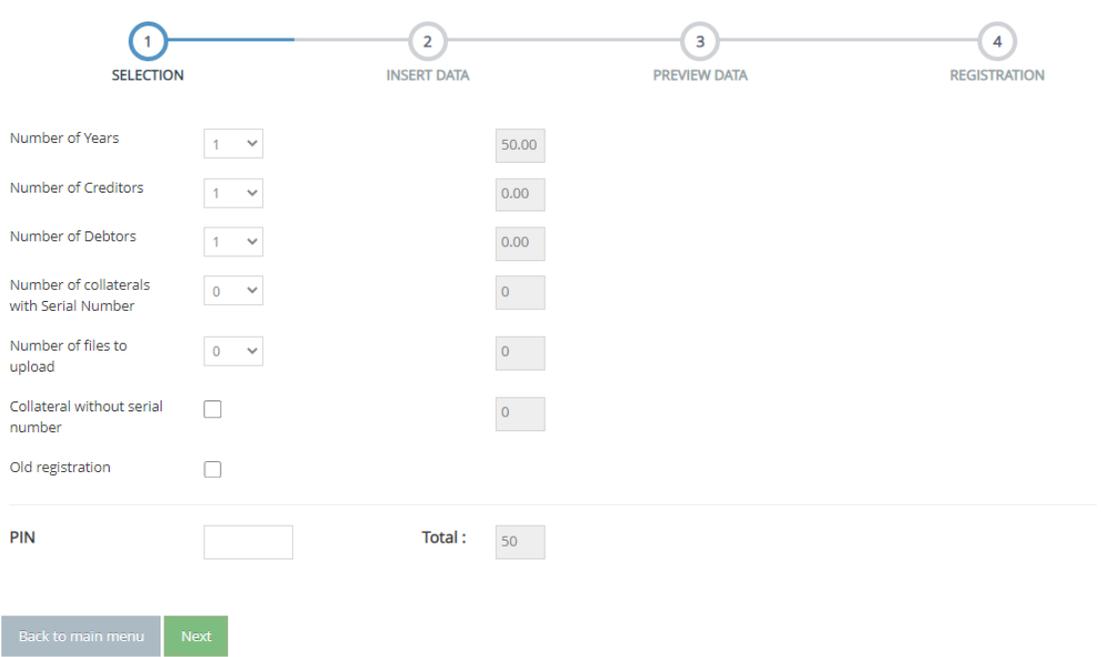
STEP	ACTION
	 <p>Control Validation Follow up (automatic system messages)</p>  <p>Internal Message</p>

4. By clicking on the option **Registration**, user opens the registration menu.



5. With selection of the chosen values for each field, there is a drop-down menu in the form. On the right side of the field, the fee is shown for each parameter of registration, as well as the total registration fee, which is visible at the bottom of the form ("Total Fee").

SELECTION



Number of Years	1	50.00
Number of Creditors	1	0.00
Number of Debtors	1	0.00
Number of collaterals with Serial Number	0	0
Number of files to upload	0	0
Collateral without serial number	<input type="checkbox"/>	0
Old registration	<input type="checkbox"/>	
PIN	<input type="text"/>	Total : 50

Back to main menu   Next

The user chooses duration of the pledge, number of creditors, data - if specific or general property is being pledged, and value of basic fee.

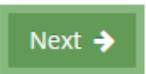
On the page “**Registrations**”, user sees the table with following options:

- Years - to choose how long the registration will last. Options are from 1 to 25 years and x for indefinite
- Number of creditors, from 1 to 5
- Number of debtors, from 1 to 5
- Serial number collateral, from 1 to 20, or 0 when there is none to register
- Collateral without serial number, Yes or No choice

Below the options above, there is a Total fee field, which automatically shows the amount of fee for the registration of the chosen combination of property.

Also, next to every registration category, user can see fee of that individual category for that specific registration, which changes depending of the chosen value. (for now fees of new registration is fixed )

If the user clicks the **Back to main menu**  option, the system will take the user to the main menu.

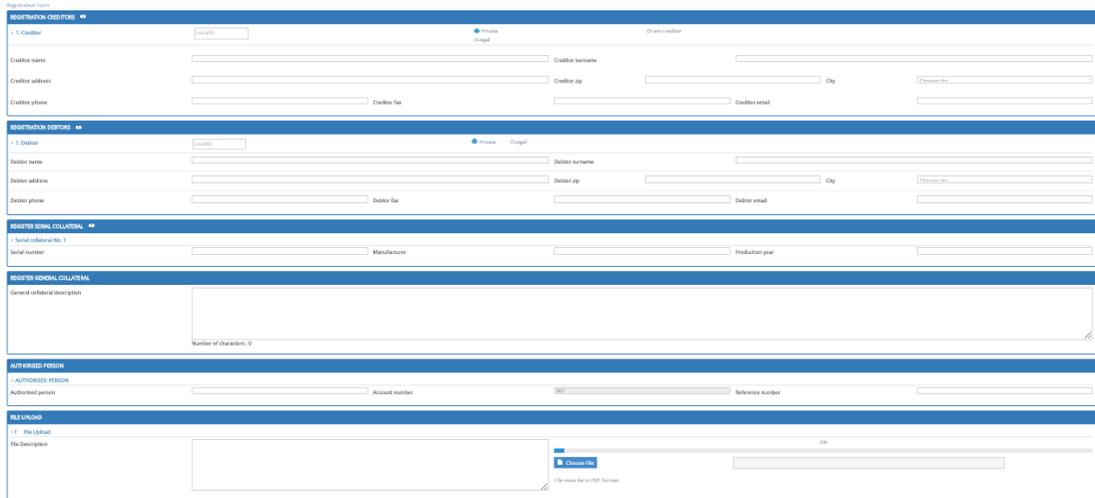
If the user clicks **Next**  option, the system will first check if the PIN number is valid. If the PIN is not valid, the system will show the message **Wrong PIN**.

If the PIN is valid, the system will generate a form for registration entry.

The information on registration fees will be shown to the user. Upon completion of the process, user is ready for next Step – registration entry form.

6. The user enters the required information in the empty fields in sections from 1 to 7 of the form.

1. Registration of Creditors
2. Registration of Debtors
3. Register Serial Collateral
4. Register General Collateral
5. Holder information
6. **Credit data**
7. Authorized person
8. File Upload



The screenshot displays a multi-section registration form. The sections are:
 

- REGISTRATION CREDITORS:** Fields for Creditor name, Creditor surname, Creditor address, Creditor phone, Creditor fax, Creditor zip, Creditor email, and City.
- REGISTRATION DEBTORS:** Fields for Debtor name, Debtor surname, Debtor address, Debtor phone, Debtor fax, Debtor zip, Debtor email, and City.
- REGISTER SERIAL COLLATERAL:** Fields for Serial collateral No. 1, Serial number, Manufacturer, and Production year.
- REGISTER GENERAL COLLATERAL:** A large text area for General collateral description.
- AUTHORIZED PERSON:** Fields for Authorized person, Account number, SIB, and Reference number.
- FILE UPLOAD:** A field for File Description and a file upload button.

**Part 1 – Creditor** – is where user enters the data about the creditor(s). In the title banner, there is a field **Personal/Business ID** to enter creditor **ID number**.

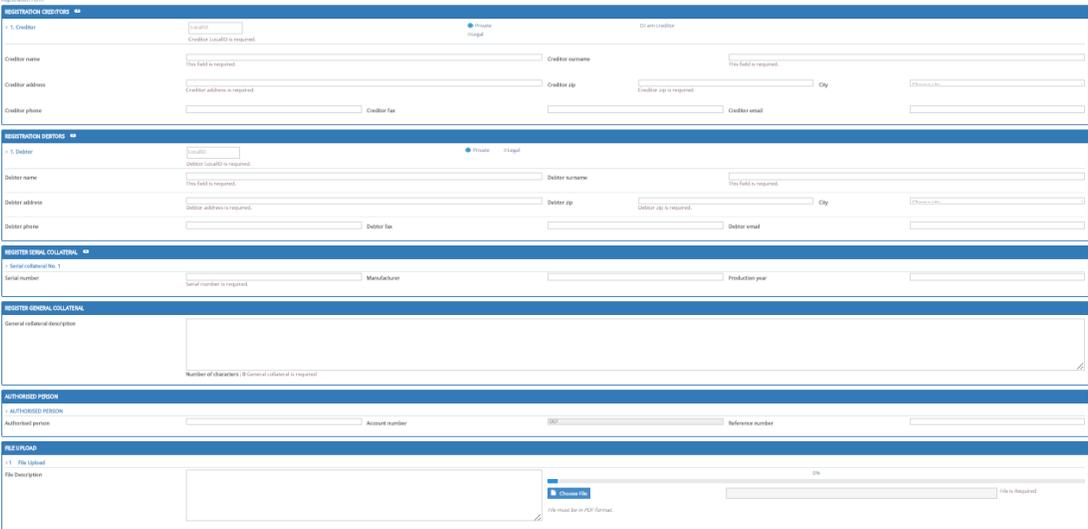
Below the title, the form starts with two sections:

- Individual
- Company

User needs to enter data in one of these sections, depending if creditor(s) is a company or an individual.

Below there are fields for the address and various contact options, city, country, phone,

	<p>fax &amp; email (the last two are not mandatory fields).</p> <p><b>Part 2 – Debtor</b> – is where user enters the data about the debtor(s). In the title banner, there is the field <b>Personal/Business ID</b> to enter debtor <b>ID number</b>.</p> <p>Below the title, the form starts with two sections:</p> <ul style="list-style-type: none"> <li>- Individual</li> <li>- Company</li> </ul> <p>User needs to enter data in one of these sections, depending if debtor(s) is a company or an individual.</p> <p>Down below are fields for the address and various contact options, city, country, phone, fax &amp; email (the last two are not mandatory fields).</p> <p><b>Part 3 – Register Serial Collateral.</b> This section has one part:</p> <ul style="list-style-type: none"> <li>- <b>Specific property</b> sections – the users will see the following three fields here: <ul style="list-style-type: none"> <li>o <b>“Serial number”</b>- to be entered as written on the specific property</li> <li>o <b>“Manufacturer”</b></li> <li>o <b>“Year”</b> of production fields</li> <li>o <b>Type of collateral</b> drop down menu</li> </ul> </li> </ul> <p><b>Part 4 – Register General Collateral.</b> This section has one part:</p> <ul style="list-style-type: none"> <li>- <b>General property</b> – to enter description or any other relevant data referring to the general property being pledged. Below the text box, there is “Number of characters” field counting the used number of characters as user types. There will be no fee charged for number of characters entered.</li> <li>- <b>Type of collateral</b> drop down menu</li> </ul> <p><b>Part 5 – Holders information Upload</b> section has three fields: The user has the option to upload one pdf document with information of Holders to the registration. The system accepts documents only in pdf format and the maximum size of document is 5MB.</p> <p><b>Part 6 – Credit Data information</b> The user will see the following fields : Credit Credit Maximum</p> <p><b>Part 7 – Authorized person</b> section has three fields:</p> <ul style="list-style-type: none"> <li>- <b>“Name”</b> of the authorized person</li> <li>- <b>“Account number”</b> automatically filled in by the system to display on user’s account</li> <li>- <b>“Reference number/Court Order Number”</b> field</li> </ul> <p><b>Part 8 – File Upload</b> section has three fields: The user has the option to upload pdf document as a supporting document to the registration. The system accepts documents only in pdf format and the maximum</p>
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	<p>size of document is 5MB.</p> <ul style="list-style-type: none"> <li>- <b>“File Description”</b> Detail or name of the document will be uploaded into the registration.</li> <li>- <b>Choose</b> the library that document will be uploaded.</li> </ul> <p>At the bottom of the form there are two buttons:</p> <div style="text-align: center;">  </div> <ul style="list-style-type: none"> <li>- <b>“Back”</b> that takes user back to the home page </li> <li>- <b>“Next”</b> takes the user to the next step </li> </ul>
<p>7.</p>	<p>To double check the data entered into the system, it shows the user the form filled out with user’s data.</p>  <p>User confirms everything is correct and registration is archived in the database.</p> <p>If everything is correct, user can continue with the registration by selecting <b>“Next”</b> option and registration is entered into database. User has the option to make correction to this document by clicking <b>“Corrections”</b> button at the bottom of the page, or to cancel the entire registration process by clicking the button <b>“Exit”</b>, on the left side at the bottom of the page.</p>
<p>8.</p>	<p>System will display a success message of successfully completion</p> <div style="text-align: center;">  </div>
<p>9.</p>	<p>At the moment data is saved in the database, a registration document is generated (user should print it out) and the fees are collected from the user account.</p>

```
***** REGISTRATION CERTIFICATE *****
***** REGISTRATION BACKGROUND *****

PART I GENERAL DATA
Registration number      8201802262
Registration date        21.10.2016
Registration hour        16:12:21
Registration area (group) 2
Registration copy date   21.10.2016

PART II CREATOR
ID Number      9000          Address
Name          KSEI
Police Number          Serial#
Phone Number          Phone# 0021261107
Fax              Fax      0021261107

PART III USER
ID Number      9000          Address
Name          KSEI
Police Number          Serial#
Phone Number          Phone# 0021261107
Fax              Fax      0021261107

PART IV PROPERTY DESCRIPTION
GENERAL COLLATERAL:
0000

SERIAL NUMBER COLLATERAL:
SERIAL NUMBER      MANUFACTURER      PRODUCTION YEAR
0000              Toyota              07

PART V AUTHORIZED PERSON
NAME AND SIGNATURE          REFERENCE NUMBER
0000                        0000

***** END OF REGISTRATION BACKGROUND *****
***** END OF DOCUMENT *****
```

System automatically generates/saves the PDF document (as user sees it). It will remain available in the Registry. In addition to the registration data archived in the database, the original document created at the time of registration is also being archived.

1.3. Amendments

Introduction

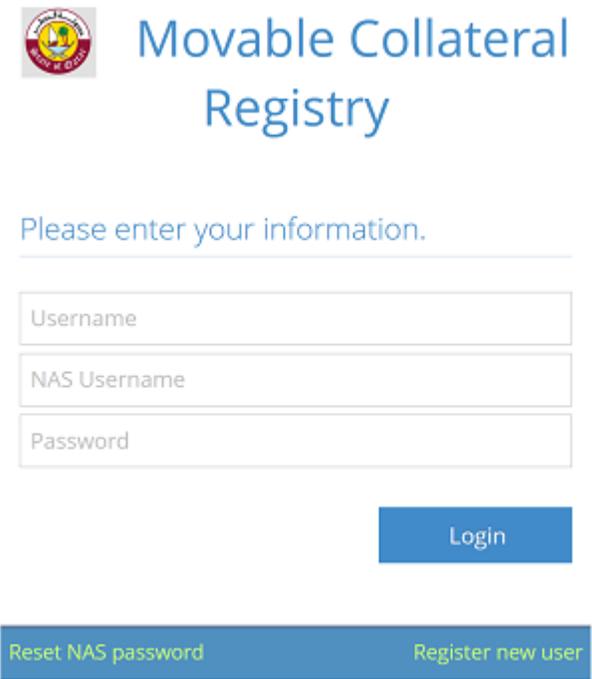
This function allows the registered users to amend the registration, and every amendment to be registered and associated with the existing registration. Amendments must be valid and in the order of established priorities.

User wants to amend the data of existing registration, either if it is the registration that contains wrong information or if the update of registration data is required. The possibility to make these changes must be provided to the users. Registration amendment must be created and printed out, and it will serve as a basis for legal certification of the pledge.

Procedure

Follow the steps below to do the amendment:

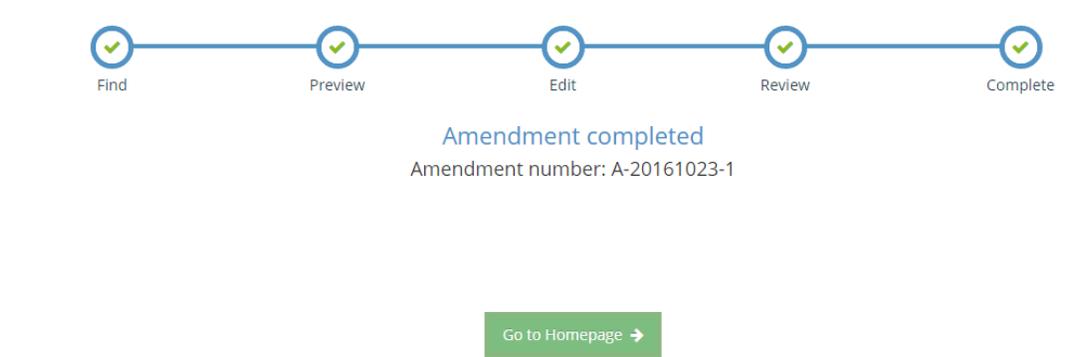
STEP	ACTION
1.	<p>1. Process starts with the user deciding to register assets in the Moveable Collateral Registry</p> <p>2. User needs to enter the application portal.</p> <div data-bbox="683 963 1083 1629" data-label="Image"> </div> <p>The user will log in into the MCR home page and will select <b>Login registered user</b> option.</p> <p>When <b>Login registered user</b> option is selected pop up window opens, where user enters</p>

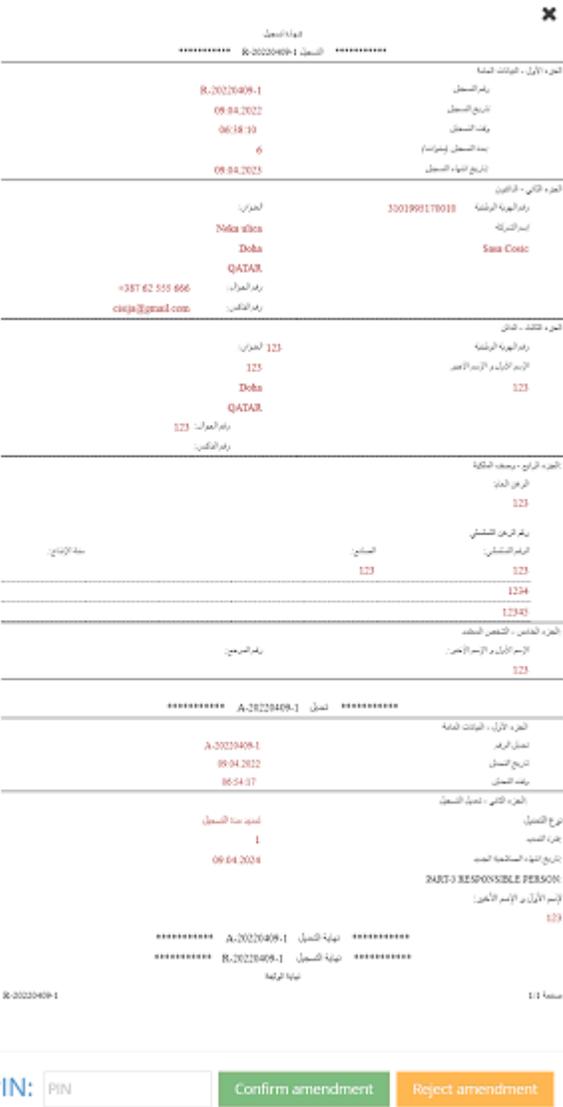
STEP	ACTION
	<p>the user ID and password assigned by NAS. User will select “<b>Log in</b>” to enter the registry.</p>  <p>If no user or password is entered at the top corner of the page, <b>Incorrect User or Password</b> message will appear.</p>
2.	<p>At initial user screen, user chooses “<b>Amendment</b>” option from the main menu on the left side.</p> 
3.	<p>The first step is to validate the ownership of the registration that should be amended. The software application has to do it in the following way: the user has to enter the following information on the basis of which the application will approve the options for different amendments:</p> <ul style="list-style-type: none"> <li>• Registration number of the previous registration entry (unique registration number)</li> <li>• Identification number of one of the debtors from required registration</li> <li>• PIN security code of the logged on user</li> </ul> <p>Only in the case of a positive response to all three processes described above, the application can allow the user continuing to the next level for amendments of registration.</p>

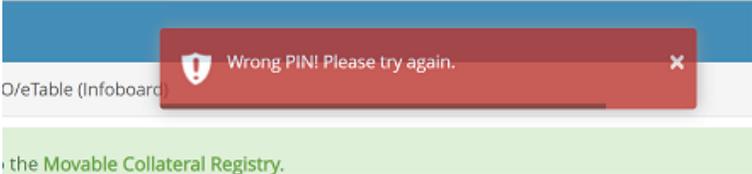
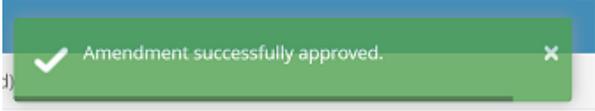
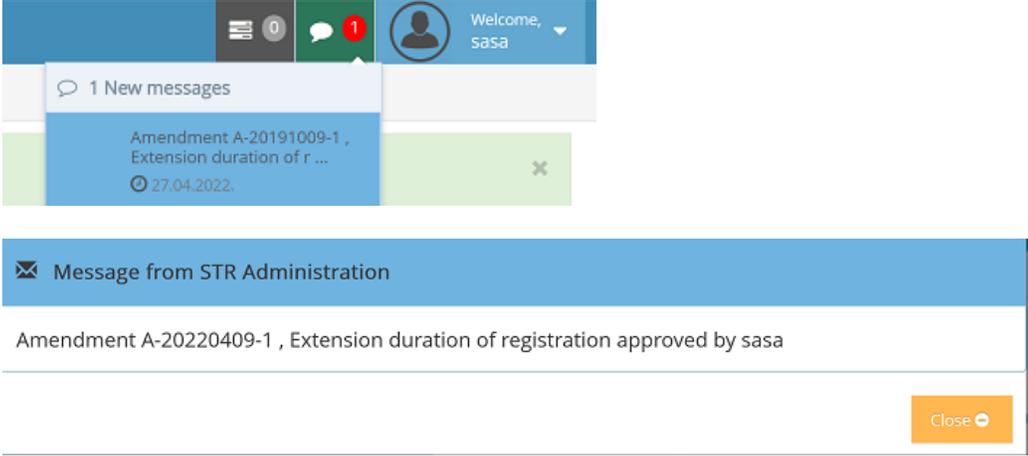
STEP	ACTION
	<p data-bbox="370 254 532 279">Edit Registration</p> <div data-bbox="370 296 1300 646">  <p data-bbox="378 422 776 548">                     Registration Number <input type="text"/>                      Debtor LocalID <input type="text"/>                      PIN <input type="text"/> </p> <p data-bbox="378 611 626 646"> <input type="button" value="← Back to main menu"/> <input type="button" value="Next →"/> </p> </div> <p data-bbox="331 674 1295 705">This option allows the user to preview the registration that is being amended.</p> <div data-bbox="370 856 1446 1472">  <pre data-bbox="646 1037 1118 1472"> REGISTRATION CERTIFICATE ***** REGISTRATION R42040262 ***** PARTY GENERAL CITY: Registration number: R42040262 Registration date: 23.06.2016 Registration time: 16:16:22 Registration user (name): 2 Registration agency date: 23.06.2016 PARTY CREDITORS: ID Number: 0000 Address: Name: 0000 Phone Number: Phone: 00212361107 Fax: 00212361107 PARTY DEBITORS: ID Number: 0000 Address: Name: 0000 Phone Number: Phone: 00212361107 Fax: 00212361107 PARTY PROPERTY DESCRIPTION: GENERAL CREDITORS: 0000 REGISTRATION NUMBER COLLATERAL: REGISTRATION NUMBER MANUFACTURER: PRODUCTION YEAR 0000 Toyota 00 PARTY REFERENCED PERSONS: NAME AND SURNAME: REFERENCE NUMBER: 0000 0000 ***** END OF REGISTRATION R42040262 ***** END OF DOCUMENT                     </pre> <p data-bbox="959 1570 1089 1633"> <input type="button" value="Next →"/> </p> </div> <p data-bbox="331 1612 1446 1682">User enters the required data and clicks “Next” option to find and double check the registration user wants to amend.</p>
4.	A window opens up where users can choose the edit that will like to make to the registration.

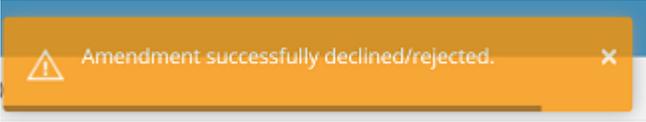
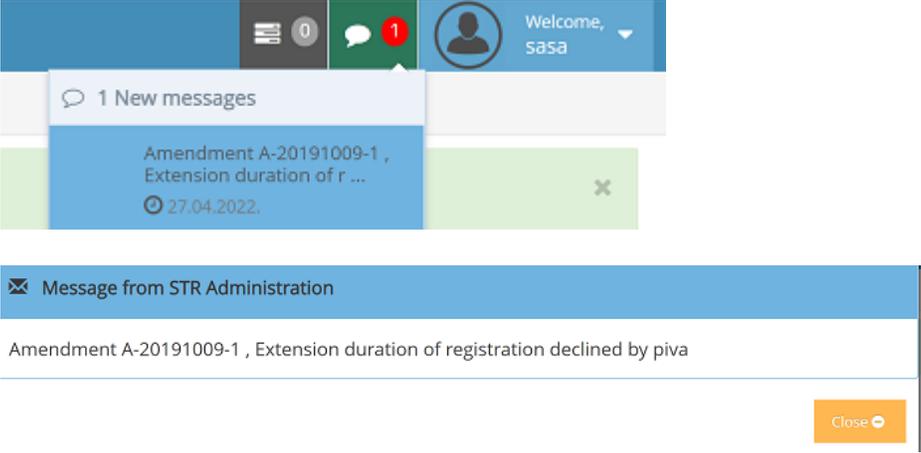
STEP	ACTION
	<p data-bbox="358 247 456 268">Amendment</p>  <p data-bbox="358 386 505 407">Please select edit type.</p> <ul style="list-style-type: none"> <li data-bbox="386 420 553 441"><input checked="" type="radio"/> Extend duration of registration</li> <li data-bbox="386 455 496 476"><input type="radio"/> Delete registration</li> <li data-bbox="386 489 578 510"><input type="radio"/> Delete creditor from the registration</li> <li data-bbox="386 522 557 543"><input type="radio"/> Delete debtor from registration</li> <li data-bbox="386 556 513 577"><input type="radio"/> Delete serial collateral</li> <li data-bbox="386 590 605 611"><input type="radio"/> Delete general collateral from registration</li> <li data-bbox="386 623 488 644"><input type="radio"/> Add new creditor</li> <li data-bbox="386 657 464 678"><input type="radio"/> Edit creditor</li> <li data-bbox="386 690 459 711"><input type="radio"/> Edit debtor</li> </ul> <p data-bbox="370 743 464 764">Authorized person</p> <div data-bbox="922 407 1195 758"> <input type="text" value="1"/>   <input type="text" value="Creditor ID"/> <input type="text" value="Debtor ID"/> <input type="text" value="Serial number"/>   <input type="text" value="Creditor ID"/> <input type="text" value="Debtor ID"/> <input type="text"/> </div> <p data-bbox="358 814 751 835"> <input type="button" value="← Back"/> <input type="button" value="Next →"/> <span style="color: red;">Expiration date: 27.04.2023.</span> </p> <p data-bbox="329 856 1442 926">With the registration confirmed, system displays menu with possible change(s) to the registration:</p> <ul style="list-style-type: none"> <li data-bbox="329 959 651 989"><b>- Continuation of notice</b></li> <li data-bbox="329 995 607 1024"><b>- Delete registration</b></li> <li data-bbox="329 1031 553 1060"><b>- Delete creditor</b></li> <li data-bbox="329 1066 537 1096"><b>- Delete debtor</b></li> <li data-bbox="329 1102 683 1131"><b>- Delete specific collateral</b></li> <li data-bbox="329 1138 683 1167"><b>- Delete general collateral</b></li> <li data-bbox="329 1173 565 1203"><b>- Adding creditor</b></li> <li data-bbox="329 1209 695 1239"><b>- Edit creditor information</b></li> <li data-bbox="329 1245 675 1274"><b>- Edit debtor information</b></li> </ul> <p data-bbox="329 1299 1442 1369">User needs to mark the changes he/she wants to make by selecting check mark “√” next to the change category.</p> <p data-bbox="329 1404 1442 1474">If changes are done to creditor, debtor or collateral, user must also enter the identification number for that specific item.</p> <p data-bbox="329 1539 1433 1568">There is also a field to enter the name of the authorized person at the bottom left corner.</p> <p data-bbox="329 1610 1442 1640">User can cancel process by clicking on back or go to the next step by pressing <b>Next</b></p> <div data-bbox="329 1644 440 1694"> <input type="button" value="Next →"/> </div>

STEP	ACTION
	<p data-bbox="574 254 902 289">Please select edit type.</p> <ul data-bbox="630 327 1138 940" style="list-style-type: none"><li><input checked="" type="radio"/> Extend duration of registration</li><li><input type="radio"/> Delete registration</li><li><input type="radio"/> Delete creditor from the registration</li><li><input type="radio"/> Delete debtor from registration</li><li><input type="radio"/> Delete serial collateral</li><li><input type="radio"/> Delete general collateral from registration</li><li><input type="radio"/> Add new creditor</li><li><input type="radio"/> Edit creditor</li><li><input type="radio"/> Edit debtor</li></ul>
5.	<p data-bbox="331 989 1138 1020">A window opens up displaying entered data for double checking.</p> <div data-bbox="363 1052 1438 1503"><p data-bbox="363 1052 548 1083">Edit Registration</p><p data-bbox="456 1178 1419 1199">Find      Preview      Edit      Review      Complete</p><p data-bbox="708 1314 1162 1335">⚠ You are about to change Registration duration, are you sure?</p><p data-bbox="922 1360 943 1388">2</p><p data-bbox="363 1461 651 1503">← Back      Finish Amendment →</p></div> <p data-bbox="331 1587 1438 1650">When confirmation is made, amendment process will be finalized and amendment will wait for approval.</p> <p data-bbox="331 1692 1438 1818"><b>Important Note:</b> Until amendment is approved by another user of the same account, amendment is not active and it will not be shown in registration certificate. Only after amendment is approved, changes will be recorded in registration certificate and amendment will become effective.</p>

STEP	ACTION
6.	<p data-bbox="365 327 548 359">Edit Registration</p>  <p data-bbox="771 499 1097 558">Amendment completed Amendment number: A-20161023-1</p> <p data-bbox="846 688 1024 735">Go to Homepage →</p>
7.	<p data-bbox="331 852 1438 951">Upon completion of amendment, Collateral Registry system will post a notification to authorized users of the same account that there is a pending amendment waiting for review.</p>  <p data-bbox="331 989 553 1010">Home &gt; eINFO/eTable (Infoboard)</p> <p data-bbox="347 1037 626 1058">Welcome to the Movable Collateral Registry.</p> <p data-bbox="347 1094 854 1150">Account: 3101885170010      Balance: 3511.00</p> <p data-bbox="894 1100 1409 1121">Amendments Waiting for Approval</p> <p data-bbox="894 1142 1390 1163">Amendment: A-20220409-1      Amendment performed by: elvir</p> <p data-bbox="894 1192 1032 1213">Amendment Preview</p> <p data-bbox="886 1289 1060 1310">Recent Transactions</p>
8.	<p data-bbox="331 1386 1438 1484">Only authorized users will be able to see, review and accept or reject amendment. The user which performed initial amendment cannot approve same amendment and will not be able to see that this specific amendment approval is pending.</p> <p data-bbox="331 1520 1438 1554">By clicking on “Amendment Preview” authorized user will be able to review amendment.</p>

STEP	ACTION
	
<p>9.</p>	<p>Upon reviewing amendment user can</p> <ol style="list-style-type: none"> <li>1. Leave amendment pending by closing review window</li> <li>2. Confirm amendment</li> <li>3. Reject amendment</li> </ol>  <p>In order to Confirm or Reject amendment user need first to enter his/her PIN</p>

STEP	ACTION
	<p>If wrong PIN is entered preview window will close and user will receive error notification</p> 
<p>9.</p>	<p>By clicking on  button, amendment will be confirmed, user account will be charged for amendment, PDF certificate updated and amendment will become active.</p> <p>System will close review window and display message to the user that amendment is successfully approved.</p>  <p>User which initially performed the amendment will receive system message that amendment is accepted with name of user that accepted amendment.</p> 
<p>10.</p>	<p>By clicking on  button amendment will be rejected/discarded. There will be no charge to user account and there will be no change in original PDF certificate.</p> <p>System will close review window and display message to the user that amendment is successfully rejected.</p>

STEP	ACTION
	 <p>User which initially performed amendment will receive system message that amendment is rejected with name of user that rejected amendment.</p> 

1.4. Search

Introduction

This function allows the registered users to conduct real-time searches of existing registrations for the chosen assets, and also to find the information on the current order of priorities that those registrations hold.

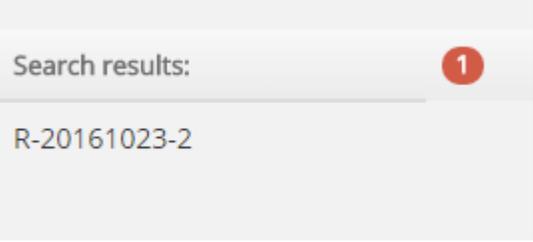
User is looking for the information on the client or specific property. In order to see this data, user will have to conduct a search in the Moveable Collateral Registry database. User must be provided real-time information on existing pledges. Cost must be evident at all times, and charges have to be displayed on user accounts (currently search is free ). For each search, there must be a document created and archived.

Procedure

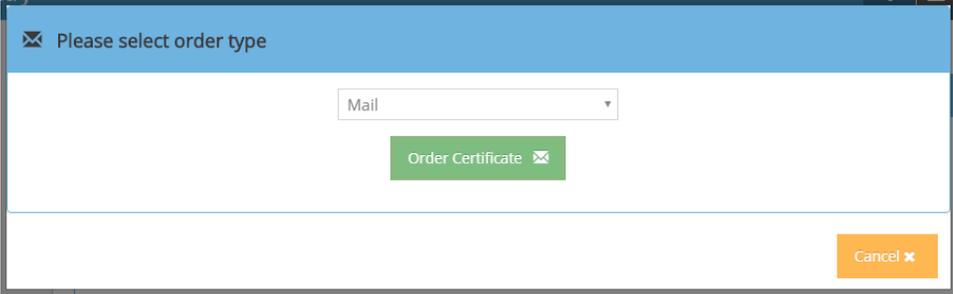
Follow the steps below to do the search:

STEP	ACTION
1.	<p>1. Process starts with the user deciding to register assets in the Moveable Collateral Registry</p> <p>2. User needs to enter the application portal.</p> <div data-bbox="683 999 1083 1665" style="text-align: center;"> </div> <p>The user will log in into the STR home page and will select <b>Login registered user</b> option.</p> <div data-bbox="345 1751 475 1787" style="text-align: center;"> </div>

STEP	ACTION
	<p>When <b>Login registered user</b> option is selected pop up window opens, where user enters the user ID and password assigned by the NAS. User will select “<b>Log in</b>” to enter the registry.</p> <div data-bbox="574 407 1166 1079" style="text-align: center;">  <h2 style="margin: 0;">Movable Collateral Registry</h2> <p style="color: #4F81BD; font-weight: normal;">Please enter your information.</p> <div style="margin-bottom: 10px;"> <input style="width: 100%; border: 1px solid #ccc;" type="text" value="Username"/> </div> <div style="margin-bottom: 10px;"> <input style="width: 100%; border: 1px solid #ccc;" type="text" value="NAS Username"/> </div> <div style="margin-bottom: 10px;"> <input style="width: 100%; border: 1px solid #ccc;" type="password" value="Password"/> </div> <div style="margin-top: 10px;"> <input style="width: 100%; background-color: #4F81BD; color: white; border: none;" type="button" value="Login"/> </div> <div style="margin-top: 20px; display: flex; justify-content: space-around;"> <span style="background-color: #4F81BD; color: white; padding: 5px 10px; border-radius: 3px;">Reset NAS password</span> <span style="background-color: #4F81BD; color: white; padding: 5px 10px; border-radius: 3px;">Register new user</span> </div> </div> <p>If no user or password is entered at the top corner of the page, <b>Incorrect User or Password</b> message will appear.</p>
<p>2.</p>	<p>Once the user has entered the application and opened click  Search at the the search screen, there are four search options available:</p> <ul style="list-style-type: none"> <li>Search by ID/Passport No. / CR No.</li> <li>Search by serial number</li> <li>Search by Registration ID or Search ID</li> </ul> <div data-bbox="646 1440 1117 1709" style="text-align: center; border: 1px solid #ccc; padding: 10px; margin: 10px auto; width: fit-content;"> <div style="background-color: #f0f0f0; padding: 5px; border-radius: 4px; display: flex; align-items: center; justify-content: space-between;"> <span style="font-size: 1.2em;">Q</span> Search <span style="font-size: 0.8em;">v</span></div> <div style="border-top: 1px dashed #ccc; padding: 5px 0;"> <span style="font-size: 0.9em;">Search by ID/passport No./CR No.</span> </div> <div style="border-top: 1px dashed #ccc; padding: 5px 0;"> <span style="font-size: 0.9em;">Search by Serial Number</span> </div> <div style="border-top: 1px dashed #ccc; padding: 5px 0;"> <span style="font-size: 0.9em;">Search by Registration ID or Search ID</span> </div> </div> <p>All options allow user to check the existing priority registrations against the property.</p>

STEP	ACTION
	<p>On the main menu, the user will click on the criteria user wishes to search, choosing from:</p> <ul style="list-style-type: none"> <li>▪ <b>Search by ID/Passport No. / CR No.</b></li> <li>▪ <b>Search by serial number</b></li> <li>▪ <b>Search by registration ID or search ID</b></li> </ul>
3.	<p>The user will click on the search option he/she wants to use. A window will open requiring user to enter the search parameter.</p>
4.	<p><b>Search based on the National ID/Passport No. / CR No.</b> – is used to find the registration of any property that in accordance with the Regulations/Rulebook on the Secured Transactions Registry is not a specific property.</p>
5.	<p>The user will click on the search option he/she wants to use. A window will open requiring user to enter the search parameter.</p> <p>Search by ID/passport No./CR No.</p>  <p>The user will enter the data and press “<b>Search</b>” .</p>
6.	<p>Search result report will appear based on the required search result criteria and will list all the existing registrations for the specific business or national ID number.</p> <pre> ***** SEARCH S-20161023-10 ***** Search date: 23.10.2016 Search time: 15:57:10  ----- Number of registrations for Debtor ID 9595 is 1 R-20161023-2 ----- END OF SEARCH END OF DOCUMENT                     </pre> <p>On the menu on the left side are listed all registrations found for the specific business or national ID number listed per the specific registration number for e.g. A-20130623-450. The user can open any registration from the tree menu from the search result list.</p> 
7.	<p>After the user selects the registration from the menu on the left side he/she wants to see that specific registration certificate will be opened.</p>

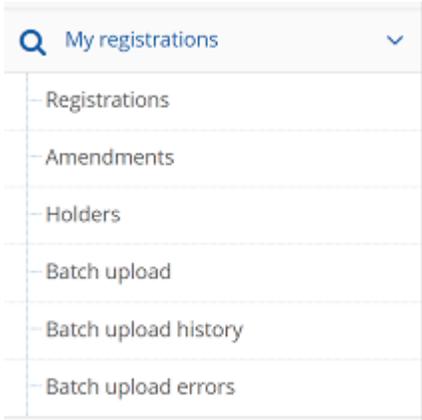
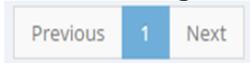
STEP	ACTION																																																				
	<p style="text-align: center;">REGISTRATION CERTIFICATE</p> <p style="text-align: center;">***** REGISTRATION R-20161023-2 *****</p> <hr/> <p>PART-1 GENERAL DATA:</p> <table border="0"> <tr> <td>Registration number:</td> <td>R-20161023-2</td> </tr> <tr> <td>Registration date:</td> <td>23.10.2016</td> </tr> <tr> <td>Registration time:</td> <td>15:33:22</td> </tr> <tr> <td>Registration term (years):</td> <td>2</td> </tr> <tr> <td>Registration expiry date:</td> <td>23.10.2018</td> </tr> </table> <hr/> <p>PART-2 CREDITOR:</p> <table border="0"> <tr> <td>ID Number:</td> <td>9595</td> <td>Address:</td> <td>8355</td> </tr> <tr> <td>Name:</td> <td>Pedro Souss</td> <td></td> <td>Sarajevo</td> </tr> <tr> <td></td> <td></td> <td>Phone:</td> <td>3052836157</td> </tr> <tr> <td></td> <td></td> <td>Fax:</td> <td>3052836157</td> </tr> </table> <hr/> <p>PART-3 DEBTOR:</p> <table border="0"> <tr> <td>ID Number:</td> <td>9595</td> <td>Address:</td> <td>8355</td> </tr> <tr> <td>Name:</td> <td>Pepe Souss</td> <td></td> <td>Sarajevo</td> </tr> <tr> <td></td> <td></td> <td>Phone:</td> <td>30528361573</td> </tr> <tr> <td></td> <td></td> <td>Fax:</td> <td>3052836157</td> </tr> </table> <hr/> <p>PART-4 PROPERTY DESCRIPTION:</p> <p>GENERAL COLLATERAL:</p> <p>fffff</p> <p>SERIAL NUMBER COLLATERAL:</p> <table border="0"> <tr> <td>SERIAL NUMBER:</td> <td>MANUFACTURER:</td> <td>PRODUCTION YEAR:</td> </tr> <tr> <td>9595</td> <td>Toyota</td> <td>-9</td> </tr> </table> <hr/> <p>PART-5 AUTHORIZED PERSON:</p> <table border="0"> <tr> <td>NAME AND SURNAME:</td> <td>REFERENCE NUMBER:</td> </tr> <tr> <td>9595</td> <td>9595</td> </tr> </table> <p style="text-align: center;">***** END OF REGISTRATION R-20161023-2 *****</p> <p style="text-align: center;">END OF DOCUMENT</p>	Registration number:	R-20161023-2	Registration date:	23.10.2016	Registration time:	15:33:22	Registration term (years):	2	Registration expiry date:	23.10.2018	ID Number:	9595	Address:	8355	Name:	Pedro Souss		Sarajevo			Phone:	3052836157			Fax:	3052836157	ID Number:	9595	Address:	8355	Name:	Pepe Souss		Sarajevo			Phone:	30528361573			Fax:	3052836157	SERIAL NUMBER:	MANUFACTURER:	PRODUCTION YEAR:	9595	Toyota	-9	NAME AND SURNAME:	REFERENCE NUMBER:	9595	9595
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<p>8.</p>	<p><b>Search based on the serial number of collateral</b> – is used to find the registration of any property that in accordance with the Regulations/Rulebook on the Secured Transactions Registry is a specific property.</p> <p>Search by Serial Number</p> <p>Please enter serial number in the field</p> <p>&gt; Serial number: <input type="text"/></p> <p>The user will click on the search option he/she wants to use. A window will open up requiring user to enter the search parameter.</p> <p>The user will enter the data and press <b>“Search”</b> .</p>																																																				
<p>9.</p>	<p><b>Search based on the registration or the serial number</b> – is used to find the original Certificate of registration or Search results.</p> <p>Search by Registration ID or Search ID</p> <div data-bbox="344 1579 1425 1797" style="border: 1px solid #ccc; padding: 10px;"> <p>Please enter registration number in the field</p> <p>&gt; Registration Number: <input type="text" value="R"/> – <input type="text"/> – <input type="text"/></p> <p style="text-align: right;"><input type="button" value="Cancel ✕"/> <input type="button" value="Search Q"/></p> </div> <p>The user will click on the search option that wants to be used. A window will open</p>																																																				

STEP	ACTION
	<p>requiring user to enter the search parameter.</p> <p>The user will enter the data and press <b>“Search”</b>  .</p>
10	<p>If user would like to order certificate he/she would need to click on  .</p> <p>A pop up window opens and search results can be seen on the main window. The user can select the certificates to be delivered.</p> <ul style="list-style-type: none"><li>• Mail</li><li>• DHL</li></ul>  <p>User will receive a notification e-mail.</p>

## 1.5. My Registrations

### Introduction

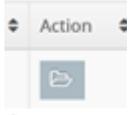
This function allows to display a chronological list of all registrations and amendments executed by the users of the account.

STEP	ACTION
1	<p>1. My registration this provide chronological display of all registrations and amendments made by the user of the account. Click in Main Menu</p>  <p>2. Depending on user access rights My registration will display following options:</p>  <p>3. By selecting Registration option the system will display the following information. At the bottom right side the system has navigational control of pages for the display.</p>  <p><b>Info on previous registrations and holder's info.</b></p>

Registration Number	Registration date	Registration time	Registration user	Action	Holder File	File
R-20220331-1	31.03.2022	10:23 PM	elvir			
R-20220330-7	30.03.2022	1:44 PM	elvir			
R-20220330-6	30.03.2022	1:31 PM	elvir			
R-20220330-5	30.03.2022	1:29 PM	elvir			
R-20220330-4	30.03.2022	1:19 PM	elvir			
R-20220330-3	30.03.2022	1:01 PM	elvir			
R-20220330-2	30.03.2022	12:55 PM	elvir			
R-20220330-1	30.03.2022	12:48 PM	elvir			
R-20220329-6	29.03.2022	10:51 AM	elvir		<a href="#">File</a>	
R-20220329-5	29.03.2022	10:16 AM	elvir		<a href="#">File</a>	

For **registrations and holder's** information presented are:

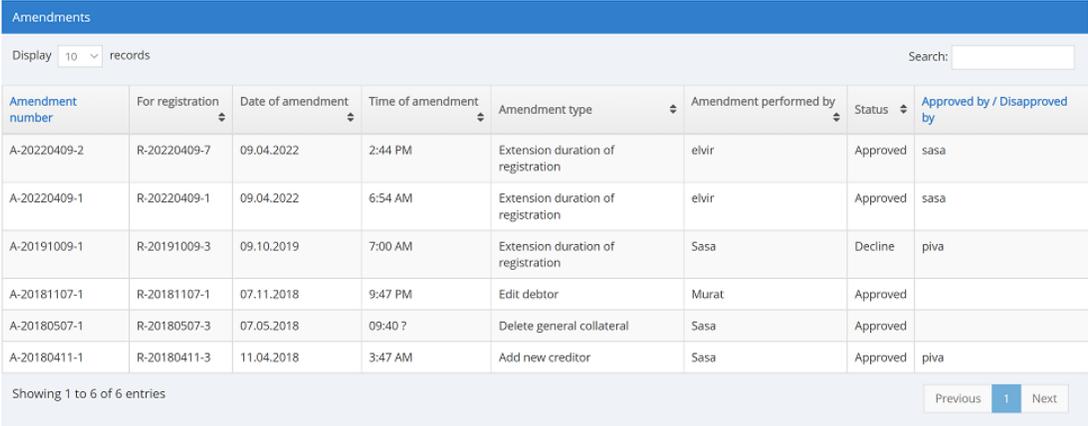
- ✓ Registration number,
- ✓ Registration date,
- ✓ Registration time
- ✓ User name of user that performed registration,
- ✓ Option to open and review additional uploaded files
- ✓ Option to open, review and change information on holder
- ✓ Ability to open original registration.

By clicking on  button user can open original PDF registration certificate.

By clicking on  button in "Holder File" option user can open uploaded information on holder or review supporting documents uploaded with registration.

4. By selecting Amendments option the system will display the following information:

Amendments



Amendment number	For registration	Date of amendment	Time of amendment	Amendment type	Amendment performed by	Status	Approved by / Disapproved by
A-20220409-2	R-20220409-7	09.04.2022	2:44 PM	Extension duration of registration	elvir	Approved	sasa
A-20220409-1	R-20220409-1	09.04.2022	6:54 AM	Extension duration of registration	elvir	Approved	sasa
A-20191009-1	R-20191009-3	09.10.2019	7:00 AM	Extension duration of registration	Sasa	Decline	piva
A-20181107-1	R-20181107-1	07.11.2018	9:47 PM	Edit debtor	Murat	Approved	
A-20180507-1	R-20180507-3	07.05.2018	09:40 ?	Delete general collateral	Sasa	Approved	
A-20180411-1	R-20180411-3	11.04.2018	3:47 AM	Add new creditor	Sasa	Approved	piva

Showing 1 to 6 of 6 entries

Previous 1 Next

For **Amendments** information presented are:

- ✓ Amendment number
- ✓ Registration number
- ✓ Who performed amendment
- ✓ Who approved amendment,
- ✓ Status of amendment<sup>1</sup>
- ✓ Date and time
- ✓ Short description of amendment – type of amendment.

Every user of account can always review the data in “My registration”. Search option is built so users can quickly search for specific registration, specific user, specific date, time or any other information presented in “My registration”.

Search will filter results as user is typing.

There is no option to list or review/view registrations and amendments that does not belong to user account. Users can only see registrations under their main account.

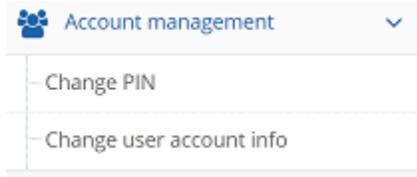
5. By selecting Holders option the system will display the information on Holders. User has an option to open uploaded information on holder and also to replace/amend information on holder.

<sup>1</sup> Amendments can have 1 of the following 3 statuses: Pending, Approved and Rejected.

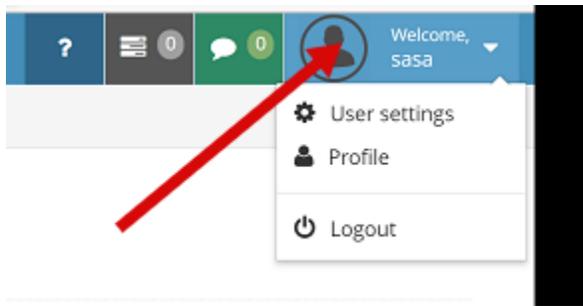
## 1.6. Account Management

### Introduction

This function allows the users manage certain aspects of their account.

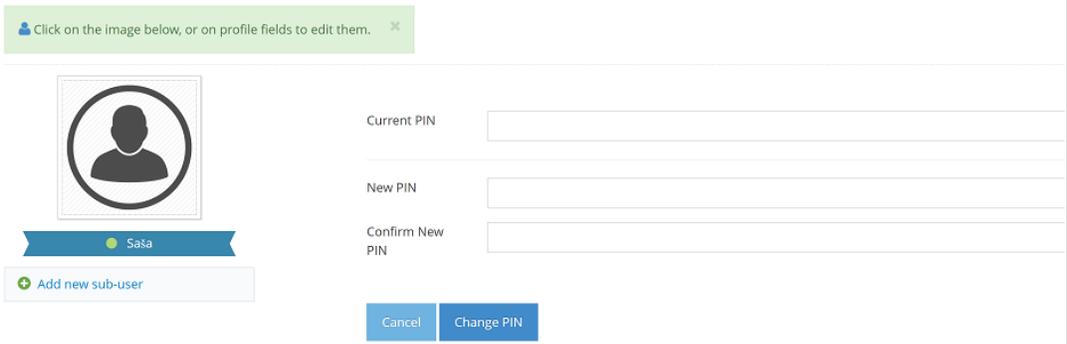


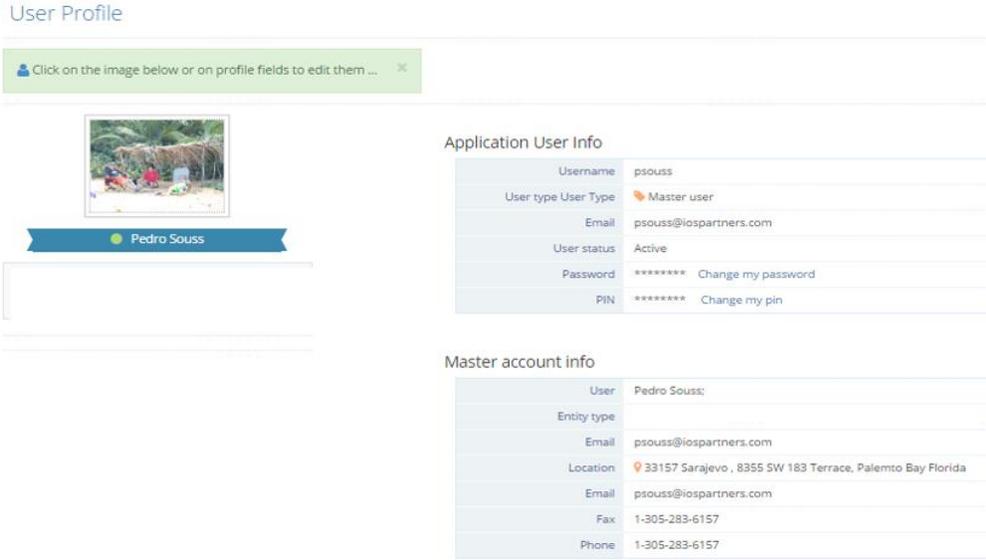
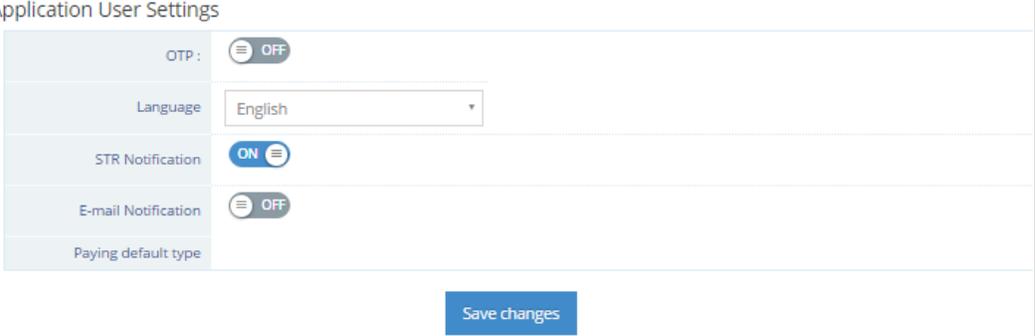
In the upper right corner user can click on arrow to display options to manage his/her account.



### Procedure

Follow the steps by function:

STEP	ACTION
1.	<p>1. Change PIN function enables the user to change his/her PIN. To change his/her PIN the user will need to enter current PIN, enter new PIN and confirm new PIN,</p> <p><a href="#">User Profile   Change PIN</a></p>  <p>2. To confirm the change of the PIN the user will need to select <b>“Change PIN”</b> option.</p> <p>End of process</p>

STEP	ACTION
2	<p>1. User Profile. the system allows to change some info from the user's profile:</p>  <p>2. This option allows image to be tied to the profile and edit elements of information from the profile.</p> <p>3. Once all info is entered the process ends.</p>
STEP	ACTION
3	<p>1. Change Application User Settings - function enables the user to change Application User Settings.</p>  <p>2. Settings that can be changed are the following:</p> <ol style="list-style-type: none"> <li>OTP = One-time Passwords (OTP) is an extra secure than a static password, especially a user-created password, which is typically weak. OTPs may replace authentication login information or with the another layer of security.</li> <li>Language = Allows the change of language that is used in the account profile from Arabic to English.</li> <li>MCR Notification = These are internal notifications and messages exchanged internally between the system administrator and end user.</li> </ol>

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STEP	ACTION
	d. Email Notification = Allows to receive email from the MCR to the external email system of the client profile. 3. Once all info is entered the process ends.