Methods of Payment to Banks: e- Banking. Comparative Study on Three Banks

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E-banking website, majority offers the banks. At first it was electronic-banking, Internet-banking followed, followed by mobile-banking service. These services offer the same facilities, Customer Bank just that varies the channel used for communication with the Bank. The services offered by banks through E-banking, approves: compilation of orders; scheduled payments; orders for payment of wages; internal transfers; pay rates on internal or external; currency exchanges; view balances of accounts at any time; information about foreign exchange rates; view and print account statements; the definition of beneficiaries of direct payments by the client.

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1. Introduction

E-banking is a banking service remotely, online, conducted by electronic means which provides the opportunity to make fund transfers and payments. The first products of this kind, occurring in America in 1995, after which, knowing the time, a growing due to the fact that they are the easiest methods, which distributes clients and electronic banking products are : POS (point of sale terminals), ATM (automatic teller machine), mobile phones, personal computers, remote terminal, Internet and more.

In Romania, e-banking site which is called "electronic clerk" was implemented by international banks, reaching to be part of most banks offer. These electronic banking, is banking that can be made available to individual clients and customers to businesses by a bank electronically. With the Internet, anyone can have access to this banking service 24 hours / 7 days a week, its accounts may have transactions, requiring for this purpose, a computer connected to the internet and a browser.

2. The modern banking

In literature, we find newer and so-called "modern banking"[56], which includes: electronic banking (e-banking), internet banking and mobile banking (m-banking).

Regulation B.N.R.[57], Regulating the operations of the payment instrument holder remote access may perform include:

- funds transfer operations (which gives the possibility of electronic transmission of instructions to debit its current account and transcription desired message on the payment order will be generated automatically by the system);
- exchange transactions;
- formation of deposits;
- Obtain information on accounts and transactions.

Electronic banking (e-banking) is a service that addresses bank customers, particularly businesses, which through this service may be linked to the bank through a computer connected to the Internet. The software for this service is usually distributed free of charge by the bank, but there is an annual fee charged by most banks for using this type of service.

The software is distributed by the bank, and enable individuals and businesses customers, to manage and operate through its computer, current accounts opened at the bank that is in contact. Through this service the customer has provided tools that can make payments for goods, services,

[56] *Mihai G. A. Imireanu, "Produse şi servicii bancare în relaţiile de plăţi interne şi internaţionale"*
[57] *Regulation B.N.R.*

works both at home and abroad, has access to a wide range of private and public information, provided by the bank. This system works off-line, so the customer can check and correct if necessary operations on payments before sending them to the bank.

Advantages of e-banking:

- No need to travel to the bank customer to perform certain operations;
- It eliminates paper forms;
- Automatic processing of payment orders allow the customer to obtain real-time confirmation required payments and statements of current accounts with such operations;
- Reducing the number of errors;
- E-banking service is easily integrated into the company's accounting system;
- All data traveling between the client and the bank is encrypted.

Internet banking is a service that addresses customers of commercial banks, which may be natural or legal persons, which are provided with a computer connected to Internet.Acest service can be used without needing any special software installed, as in If e-banking.Accesul is free but a fee is charged for client account transactions through commercial bank. This serviuciu operates 24 hours 24 both offline and online operations and ensuring confidentiality of information by encrypting them using digital certificates for identification or automatic closing after a working session inactive.

Mobile banking (m-banking) is a modern, recently appeared on the market and it is an alternative to services such as e-banking and Internet banking. M-commerce has grown along with e-commerce and e-commerce esteo new form using intelligent hardware Devices, small, mobile (PDA, mobile phones) connected to the Internet. This service has the following characteristics:

- Is mainly legal entities and individuals;
- Maintain direct contact with bank customers through mobile phones, PDA etc.
- Can identify who is calling phone and access to banking services, only if the mobile phone is switched on to use this service contract;
- Is a banking service fast, safe and efficient 24-hour 24;
- Messages are confidential.

3. Comparative study on three banks

Research banking service, the e-banking, was based on information Source: e-Finance.ro, three banks: Bank post, Alpha Bank Romania SA and the Romanian Commercial Bank SA.

1. Banc Post

Home-banking service launched by Banc Post in 1998, was initially adopted only by companies and was later extended to individuals only after demand reached a significant share.

Instead, the mobile banking service SMS SmartTel known, five months after its release, a real boom, so the demand for it has increased five times during 2001.

A similar pattern was also e-banking, the first year of operation; intregrarea module cards, MasterCard launch virtual card Taifun associate for Internet payments and extension payments of local taxes eTax system through e-banking service, created a highly favorable market circumstances.

In relation to other bank products and services, demand for these services is not very big, but has undeniable growth potential. Regarding plans to use the new technology in order to attract new customers and existing customers fidelizării, Banc Post aims to implement the following three services:

- - Mail order,
- - Phone order,
- - Enter e-commerce market.

Customers can migrate only to e-banking services receipts and payments accounts, financial information (interest, fees, exchange rates, etc..) And partly individual lending services, as the market will exert pressure to extend the range operations and the law allows it, will develop e-services and other facilities.

2. Alpha Bank Romania SA provides e-banking service called "Alpha Click", which is an internet banking application that provides real-time access The client ALPHA BANK ROMANIA services.

Click through Alpha, you can do the following:

- View, at any time, with or without bank, real balance of all open accounts: current, deposit, credit, etc.
- Print all transactions for any of the accounts.

- Requiring the bank statement containing the following information: previous balance, current balance and transaction explanations.
- Making payments both at home and abroad, to any vendor or business partner.
- Making payments in the budget or any other beneficiary.
- Setting up / liquidation of deposits.
- Purchase / sale of foreign currency to the bank without actually moving.
- Generate reports showing all receipts and customer payments. Generating reports specified period of time after the date of registration to Alpha Click.
- Generate reports on groups of accounts or a group of companies.

The advantages offered by Alpha Click are:

- Reduced fees for transactions made by Alpha Click;
- free connection;
- Free Administration;
- Making an application for credit;
- Monthly repayments of loans to any customer at its Alpha Bank Managing a group of companies (holding) by a single user;
- Import orders from the client program used;
- Exporting account statements to your application easier management of customer accounts; AlphaClick allows renaming these accounts and also cost reduction grouping, meaning that fees for transactions made will cost 35% less than the counters bank.

Current banking by AlphaClick may be made from any computer connected to the Internet, regardless of where the client is found: home, office or anywhere in the world. Not depend on special software installed onsite AlphaClick offers full mobility. It's just a certificate which is automatically installed Alpha Click on any desired computer connected to the Internet. Subscription and access to service AlphaClick are free. Because banking is very safe, Alpha Click has been designed to meet the security requirements, implementing a combination of advanced technologies to protect customer accounts from unauthorized access.

By using Alpha Click bank customers made the following payments:

- in domestic orders;
- transfers;
- orders to the budget;
- orders in domestic currency;
- exernă currency payment provisions;
- Establishing deposits;
- liquidation of time deposits;
- sales order currency;
- purchase order currency;
- foreign-currency exchange;
- Use credit;
- credit repayment;
- Import orders;
- export orders.

3. Romanian Commercial Bank uses a type of e-banking called "Multicash BCR"

This service allows corporate customers and SMEs, banking operations from their offices electronically, via modem.

The main advantages of using this service customer e-banking:

- Software installation, customer training and technical assistance are free;
- constant electronic contact with the bank to obtain financial information - bank online;
- rapid transfer of foreign currency amounts to and from Romania;
- beneficiaries do not pay commission amounts received;
- security and confidentiality of transactions.

Prerequisites for using "Multicash BCR"

To use this service, the customer current account beneficiary Romanian Commercial Bank SA shall:

- Convention for the corporate sign, on carrying out banking operations MultiCash e-BCR BCR,
- have a minimum equipment consisting of: IBM compatible computer and modem / Internet connection, Windows 2000, XP, ME etc..

Operations can be performed via this service are:

- payments in lei, intra-and inter-bank system (including local taxes);
- obtain account statements for accounts / sub-accounts and foreign currency;
- consultation with the Treasury Department newsletter which includes information on exchange rates, interest deposits in lei and foreign currency quotations Stock Exchange, issues of government securities, international equity market indices;
- Establishing deposits in lei and foreign currency;
- participation in the interbank foreign exchange market;
- import / export databases from / to other business applications (eg SAP).

The main reason, according to the study, for using or not the eBanking are:

- Convenience and time savings are the main reasons why companies use e-banking service.;
- Real-time transaction;
- their safety;
- Avoid congestion on the way to the bank and its premises should be noted that, of the 24 companies that use e-banking, only 8.33% motivate their choice in terms of reduced commissions on the transactions.

4. Conclusions

Banking electronic banking type, has the following advantages:

1. Transactions online banking have the lowest cost of all transactions.2. Speed to initiate a transfer of funds.
2. Saving time.
3. Banking transactions can be conducted from home or office, without having to go to the bank.
4. Service, the availability is 24 hours a day and 7 days a week.
5. Maintaining and increasing number of clients.
6. 7 Getting a database with complex customer information obtained via the internet site.
7. Access to information.
8. Manages liquidity.
9. Safe operations.
10. Simplicity and convenience to conduct banking operations directly from the mobile phone, wherever you are.

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