

Pursuant to Article 34 of the Law on Payment Services (RS Official Gazette, No 139/2014) and Article 18, paragraph 1, item 3) of the Law on the National Bank of Serbia (RS Official Gazette, Nos 72/2003, 55/2004, 85/2005 – other law, 44/2010, 76/2012, 106/2012, 14/2015 and 40/2015 – Constitutional Court decision), Governor of the National Bank of Serbia hereby issues the following

**DECISION**  
**ON THE FORM, CONTENT AND MANNER OF USING PAYMENT ORDER**  
**FORMS FOR DINAR PAYMENT TRANSACTIONS**

1. This Decision sets forth the form, content and manner of using payment order forms for dinar payment transactions through current accounts.

Payment service providers shall define the form, content and manner of using payment order forms for dinar payment transactions through other payment accounts by their internal acts, in order to enable payment service users to request payment service execution in a safe, comprehensible and simple way, in accordance with regulations.

2. Payment orders referred to in Section 1, paragraph 1 hereof shall include:

- 1) pay-in orders;
- 2) pay-out orders;
- 3) transfer orders.

3. A pay-in order means a payment order used for cash payments to a current account (daily takings, cash liabilities and other payments).

A pay-in order shall contain:

- 1) payer's name;
- 2) payee's name;
- 3) number of payee's current account;
- 4) currency code (RSD);
- 5) amount of payment;
- 6) payment purpose;
- 7) payment code;
- 8) model number of the credit entry reference number;
- 9) credit entry reference number;
- 10) place and date of receipt;

- 11) value date;
- 12) payer's signature, i.e. consent,
- 13) type of order execution – urgent.

4. A pay-out order means a payment order used for cash withdrawals from a current account.

A pay-out order shall contain:

- 1) payer's name;
- 2) payee's name;
- 3) number of payer's current account;
- 4) currency code (RSD);
- 5) amount of payment;
- 6) payment purpose;
- 7) payment code;
- 8) model number of the debit entry reference number;
- 9) debit entry reference number;
- 10) place and date of receipt;
- 11) value date;
- 12) payer's signature, i.e. consent.

5. A transfer order means a payment order used to transfer funds from one current account to another.

A transfer order shall contain:

- 1) type of order execution – urgent;
- 2) payer's name;
- 3) payee's name;
- 4) number of payer's current account;
- 5) number of payee's current account;
- 6) currency code (RSD);
- 7) amount of payment;
- 8) payment purpose;
- 9) payment code;
- 10) model number of the debit entry reference number;
- 11) debit entry reference number;
- 12) model number of the credit entry reference number;
- 13) credit entry reference number;
- 14) place and date of receipt;
- 15) value date;
- 16) payer's/payee's signature i.e. consent.

The payment order referred to in Section 2 hereof shall contain the items prescribed by Sections 3–5 hereof which are needed for its execution. To execute a payment transaction, a payment service provider may also determine other items to be added to the payment order (bar code, OCR, etc.).

In addition to items referred to in paragraph 1 hereof, the payment order referred to in that paragraph which is issued in electronic form must also contain the items to verify the authenticity of its submitter, as well as the accuracy and completeness of data in that order.

6. The payment order forms referred to in Section 2 hereof which are issued in paper shall be rectangular in shape and of uniform dimensions of 99 x 210 mm, corresponding to one third of an A4 paper, printed on a self-copy white paper with black lines.

The appearance and layout of items in payment order forms referred to in paragraph 1 hereof are defined by Annex 1 which is attached to this Decision and is integral hereto.

If payment service providers or payees issuing bills/invoices establish and offer the use of a two-dimensional barcode based on ISO 18004 – the QR code for the purposes of execution of payment transactions, and/or take-over of the elements of payment orders referred to in Section 2 hereof – they shall enable the use of this code in accordance with the decision governing the general rules for the execution of instant credit transfers.

The payment order form referred to in this Section is made in at least two copies.

Upon receiving the payment order referred to in this Section, the payment service provider shall verify the order, submit the first copy of the verified order to the payment service user at no charge, and keep the second copy thereof.

Notwithstanding paragraphs 3 and 4 hereof, the payment order referred to in this Section may contain only one copy, at the request of a payment service user, with the consent of payment service provider, in which case the payment service provider shall submit a verified confirmation of the receipt of this order to the payment service user at no charge. If the payment service user is a legal entity, the receipt confirmation shall be submitted to this entity at no charge, in the case of payment transfer orders, only at the request of the legal entity.

A payment service provider may determine a different form of the

payment order as compared to the requirements referred to in paragraph 1 of this Section, including its appearance and the layout of items in the form as compared to Annex 1 of this Decision (e.g. a single copy payment order with vertical perforation).

7. The content and manner of filling out items in payment order forms referred to in Section 2 hereof shall be defined by Annex 2 which is attached to this Decision and is integral hereto.

The data in payment order forms referred to in Section 2 hereof shall be written in letters and numbers, and laid out in the forms as required.

Payment codes referred to in Section 3, point 7), Section 4, point 7) and Section 5, point 9) hereof shall be defined by Annex 3 which is attached to this Decision and is integral hereto. The National Bank of Serbia shall prescribe payment codes, on proposal of the ministry in charge of finance.

The payment order forms referred to in Section 2 hereof shall be issued and filled out in the Serbian language – Cyrillic or Latin alphabet.

8. A payment service provider shall refuse to execute a payment order which has not been filled out and issued in accordance with this Decision and/or other regulation.

A payment service provider may not refuse to execute a payment order issued in accordance with this Decision only if a payment service user did not verify the payment order hereof with a stamp unless it was explicitly agreed at the request in written of the payment service user, that the payment service provider is obliged to refuse to execute a payment order of that user if it is not verified with a stamp.

The obligation of a payment service provider to refuse to execute a payment order which was not verified with a stamp shall not be deemed explicitly agreed in terms of paragraph 2 of this Section when it was stipulated solely by the general terms and conditions of the operation of this provider referred to in the contract on payment services – unless the payment service user explicitly demanded, in the request referred to in paragraph 2 hereof, that this obligation of payment service provider referred to in the general terms and conditions of the operation should be applied to this user's granting consent for payment transaction execution.

9. This Decision repeals the Decision on the Form, Contents and Manner of Use of Uniform Payment Instruments (RS Official Gazette, Nos 57/2004, 82/2004, 98/2013 and 104/2014), Decision on Electronic Payment Transactions (RS Official Gazette, No 57/2004), Instruction on

Implementation of the Decision on Electronic Way of Payment Operations Performance (G. No 11390 of 9 July 2010) and Guidelines for the Format and Purpose of Data Exchange Messages in Payment Transactions (G. No 10456 of 13 November 2009).

10. This Decision is published in the RS Official Gazette and enters into force on 1 October 2015.

D. No 12  
19 June 2015  
Belgrade

Governor  
National Bank of Serbia  
  
dr Jorgovanka Tabakovic