

Frequently Asked Questions (FAQs) about BusinessOnline

Using the FAQ document

This document contains FAQs (Frequently Asked Questions) and answers about functionality of BusinessOnline.

It is recommended that you download and save the latest version of this document, and use the 'Find' facility in Adobe Reader and the links in the document to locate questions and answers.

You should ensure that the 'Previous View' and 'Next View' buttons are enabled in Adobe Reader, to make it easier to move from place to place within the FAQs.

It is not intended that this document should be printed.

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Question : Where do I find guidance about processing transactions?

Answer : Click on this link to see [FAQs about processing transactions](#), and follow the links for the transaction types that you want to process.

Question : Where do I find information about names and terminology used in **BusinessOnline**?

Answer : Look in the [Glossary](#), or use the 'Find' facility in **Adobe Reader** to search for the term.

Question : What are the main differences between [Batches](#), [Lists](#) and **Files**?

Answer :

- If you create a **Batch** of transactions, then any **Approve** and/or **Hold** and/or **Release** instructions apply to all of the transactions contained within the **Batch**.
- You can edit a **Batch** of transactions within **BusinessOnline**.

- If you upload a **File** of transactions, then any **Approve** and/or **Hold** and/or **Release** instructions apply to all of the transactions contained within the **File**.
- To amend the contents of a **File** you should edit it 'offline' before uploading it to **BusinessOnline**.

- If you submit a **List** of transactions then any **Approve** and/or **Hold** and/or **Release** instructions must be applied separately to each of the transactions submitted in the **List**.
- If you submit a **List** of transactions then you can edit each transaction separately within **BusinessOnline**.

Question : What does 'Approve' mean?

Answer : Depending upon the 'workflow rules' agreed for your organisation, certain payments or instructions may require to be approved by another **Corporate User**, or sometimes by more than one other **Corporate User**, before they can be processed by **BusinessOnline**.

If a payment or instruction requires to be approved, **BusinessOnline** will prompt for 'Next Approver' details.

Question : What does 'Hold' mean?

Answer : When confirming a payment or other instruction, select **Yes** from the drop down menu if the payment or instruction is to be held, or select **No** if it is not to be held.

The effect of holding is that the payment or instruction will not be executed until it is released.

Question : What does 'Release' mean?

Answer : When a payment or instruction that was held is released, processing of the payment or instruction by **BusinessOnline** can continue.

Question : What happens if a payment is not approved by the due date?

Answer : If a payment requires approval then it cannot proceed until it is approved.

If you attempt to approve it after the due date then the **Approval** screen will display a message saying that the payment is being submitted after its due date, and that the payment/release date is changed to DD/MM/YYYY.

If you do not want to proceed you can click on **Back** instead of **Submit**, and then (separately) cancel the payment.

If you **Submit** the **Approval** request then the **Acknowledgement** screen will display a message saying that the payment/release date is changed.

Question : What happens if a payment is not released by the due date?

Answer : If a payment is held then it cannot proceed until it is released.

If you attempt to release it after the due date then the **Release** screen will display a message saying that the payment is being submitted after its due date, and that the payment/release date is changed to DD/MM/YYYY.

If you do not want to proceed you can click on **Back** instead of **Submit**, and then (separately) cancel the payment.

If you **Submit** the **Release** request then the **Acknowledgement** screen will display a message saying that the payment/release date is changed.

Question : What are **Nicknames** used for?

Answer : For convenience, **Nicknames** may be allocated to **Accounts** and/or **Beneficiaries** to make them easier to identify on **BusinessOnline** screens.

For example if there are several lengthy **Account** names that are similar to each other, it may be easier to work with them by allocating short **Nicknames** that can be recognised and differentiated readily.

For any **Account** and/or **Beneficiary** where no **Nickname** is allocated, **BusinessOnline** will store the full name as the **Nickname**.

You cannot use the same Nickname for more than one Beneficiary. Each **Beneficiary Nickname** used by a **Corporate** must be unique

Question : What does Status mean?

Answer : The status of transactions, file uploads and **Beneficiaries** change as they progress through the **BusinessOnline** 'workflow'. Click on these links for brief explanations of statuses that you may see, and actions required :

[Beneficiary Statuses](#)
[File Upload Statuses](#)
[Transaction Statuses](#)

Question : What should I do if I have a problem with my **Security Device**?

Answer : Refer to the **BusinessOnline Security Device Guide** for guidance on how to use the [Security Device](#).

If you cannot find the information you require or if the Security Device will not operate in a satisfactory way you should advise your Corporate Administrator, who may be able to advise you or to take actions to restore functionality – for example where a Security Device is locked because an invalid PIN was used.

If your Corporate Administrator advises that the Security Device is to be replaced because it is no longer serviceable, see [How do I dispose of a failed security device?](#) for guidance on how to dispose of the failed device.

Question : How do I dispose of a failed **Security Device**?

Answer : The [Security Device](#) must be disposed of in an appropriate way. Clydesdale Bank and Yorkshire Bank offer a free service to **BusinessOnline** customers to dispose of **Security Devices** that is in accordance with the Waste Electrical and Electronic Equipment Directive (January 2007). To dispose of your **Security Device** simply send it in an envelope to the following freepost address;

Freepost RSLC-CGAT-HAJT
pp SH15
BT Operate
Phoenix House
Milton Keynes
MK9 1BE

Question : Can I print off information from BusinessOnline?

Answer : There is printing functionality available on some of the BusinessOnline screens where the print button is shown.

When a screen from BusinessOnline is printed the printer setting can be either Portrait or Landscape.

Please Note: The print functionality is not compatible with Internet Explorer 6 as we do not support this browser.

Question : What is Dual Control?

Answer : Dual Control provides an extra layer of security for Businesses. It means that one Corporate Administrator has to approve specified non-financial rules (tasks) when they have been instructed to by another Corporate Administrator. This functionality is optional and can only be switched on and off by the BusinessOnline Helpdesk on completion of the necessary paperwork.

The tasks included in Dual Control are:

User Maintenance
Set-Up Account Linkage
Set-Up Subsidiary Linkage
Update User Roles
Update Approval Limits
Update Financial Rules

Question : What is the HMRC Reference in BACS payments?

Answer : The HMRC Reference is Non Mandatory field within the BACS Multi Funds Transfer and is solely for BACS Credit payments. The HMRC Reference is for **Salary or Wage** payments only. The HMRC Reference is provided by either your payroll services supplier or from HMRC. The following is required to be included in your payment instruction: A solidus(/) followed by a three alphanumeric character sub reference, generated from the following characters:

Hyphen(-), full stop (.), Solidus(/), Zero to 9, A to Z (Uppercase)

An example of this would be “/123” or “/ABC” or “/A-.”

The sub-reference needs to be generated with each relevant payment from the employer, so that where an individual is paid the same amount on a regular basis the sub-reference allows the different transactions to be identified.

For further information please refer to <http://www.hmrc.gov.uk/rfi>

Question : What characters can I use to enter data in **BusinessOnline**?

Answer : As a general rule, all conventional keyboard characters may be used, **except for :**

` ~ ! " £ \$ % ^ & * () _ + = [] { } ; : ' @ # ~ , < > \ | ? CrLf

But there are some exceptions, where some of these 'banned' characters may be used in certain fields. The exceptions are that :

() + : ' , ?

may be used in the following fields :

Screen	Field
Beneficiary Maintenance/Create Beneficiary/Domestic	Beneficiary Address
Beneficiary Maintenance/Create Beneficiary/Domestic	City
Beneficiary Maintenance/Create Beneficiary/Domestic	Purpose of Payment Reference (CHAPS Payments only) x 4
Beneficiary Maintenance/Create Beneficiary/International	Beneficiary Bank Name
Beneficiary Maintenance/Create Beneficiary/International	Beneficiary Bank Address
Beneficiary Maintenance/Create Beneficiary/International	Beneficiary Bank City
Beneficiary Maintenance/Create Beneficiary/International	Beneficiary Name
Beneficiary Maintenance/Create Beneficiary/International	Beneficiary Address
Beneficiary Maintenance/Create Beneficiary/International	Beneficiary City
Beneficiary Maintenance/Create Beneficiary/International	Purpose of Payment x 4
UK Payments/Payments/Create Payment/CHAPS	Beneficiary Address
UK Payments/Payments/Create Payment/CHAPS	Beneficiary City
UK Payments/Payments/Create Payment/CHAPS	Reference x 4
UK Payments/Batches/Create Batch/CHAPS	Beneficiary Address
UK Payments/Batches/Create Batch/CHAPS	Beneficiary City
UK Payments/Batches/Create Batch/CHAPS	Reference x 4
International Payments/Payments/Create Payment	Purpose of Payment x 4
International Payments/Payments/Create Payment	Name
International Payments/Payments/Create Payment	Address
International Payments/Payments/Create Payment	City
International Payments/Payments/Create Payment	Beneficiary Name
International Payments/Payments/Create Payment	Beneficiary Address
International Payments/Payments/Create Payment	Beneficiary City
International Payments/Batches/Create Batch	Purpose of Payment x 4
International Payments/Batches/Create Batch	Name
International Payments/Batches/Create Batch	Address
International Payments/Batches/Create Batch	City
International Payments/Batches/Create Batch	Beneficiary Name
International Payments/Batches/Create Batch	Beneficiary Address
International Payments/Batches/Create Batch	Beneficiary City

Setting up and maintaining Beneficiaries

Creating

[How do I create a Beneficiary?](#)

[How do I upload a file of Beneficiaries?](#)

Viewing

[How do I view details of a Beneficiary?](#)

[How do I view details of a file of Beneficiaries?](#)

Deleting

[How do I delete a Beneficiary?](#)

Working with Funds Transfers

Creating

- [How do I create a Funds Transfer?](#)
- [How do I create a Batch of Funds Transfers?](#)
- [How do I create a list of Funds Transfers?](#)

Amending

- [How do I amend a Funds Transfer?](#)
- [How do I amend a Transfer within a Batch of Funds Transfers?](#)
- [How do I amend Batch details for a Batch of Funds Transfers?](#)

Adding and removing

- [How do I add a Transfer to a Batch of Funds Transfers?](#)
- [How do I remove a Transfer from a Batch of Funds Transfers?](#)

Copying

- [How do I copy a Funds Transfer?](#)
- [How do I copy a Batch of Funds Transfers?](#)

Cancelling

- [How do I cancel a Funds Transfer?](#)
- [How do I cancel a Batch of Funds Transfers?](#)

Approving

- [How do I approve a Funds Transfer?](#)
- [How do I approve a Batch of Funds Transfers?](#)

Releasing

- [How do I release a Funds Transfer?](#)
 - [How do I release a Batch of Funds Transfers?](#)
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Working with UK Payments

Creating

- [How do I create a Payment \(in UK Payments\)?](#)
- [How do I create a Batch of Payments \(in UK Payments\)?](#)
- [How do I create a list of Payments \(in UK Payments\)?](#)
- [How do I upload a file of Payments \(in UK Payments\)?](#)

Amending

- [How do I amend a Payment \(in UK Payments\)?](#)
- [How do I amend a Payment within a Batch of UK Payments?](#)
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- [How do I add a Payment to a Batch of UK Payments?](#)
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- [How do I copy a Batch of UK Payments?](#)

Cancelling

- [How do I cancel a Payment \(in UK Payments\)?](#)
- [How do I cancel a Batch of UK Payments?](#)

Approving

- [How do I approve a Payment \(in UK Payments\)?](#)
- [How do I approve a Batch of Payments \(in UK Payments\)?](#)
- [How do I approve a file of Payments \(in UK Payments\)?](#)

Releasing

- [How do I release a Payment \(in UK Payments\)?](#)
 - [How do I release a Batch of Payments \(in UK Payments\)?](#)
 - [How do I release a file of Payments \(in UK Payments\)?](#)
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Working with International Payments

Creating

- [How do I create a Payment \(in International Payments\)?](#)
- [How do I create a Batch of Payments \(in International Payments\)?](#)
- [How do I create a list of Payments \(in International Payments\)?](#)

Amending

- [How do I amend a Payment \(in International Payments\)?](#)
- [How do I amend a Payment within a Batch of International Payments?](#)
- [How do I amend Batch details for a Batch of International Payments?](#)

Adding and removing

- [How do I add a Payment to a Batch of International Payments?](#)
- [How do I remove a Payment from a Batch of International Payments?](#)

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- [How do I copy a Payment \(in International Payments\)?](#)
- [How do I copy a Batch of International Payments?](#)

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- [How do I cancel a Batch of International Payments?](#)
- [How do I cancel a Payment \(in International Payments\)?](#)

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- [How do I approve a Payment \(in International Payments\)?](#)
- [How do I approve a Batch of Payments \(in International Payments\)?](#)

Releasing

- [How do I release a Payment \(in International Payments\)?](#)
 - [How do I release a Batch of Payments \(in International Payments\)?](#)
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Working with BACS Multi Fund Transfers

Creating

[How do I create a Batch of BACS Payments?](#)
[How do I upload a file of BACS Payments?](#)

Amending

[How do I amend a Payment within a Batch of BACS Payments?](#)
[How do I amend Batch details for a Batch of BACS Payments?](#)

Adding and removing

[How do I add a Payment to a Batch of BACS Payments?](#)
[How do I remove a Payment from a Batch of BACS Payments?](#)

Copying

[How do I copy a Batch of BACS Payments?](#)

Cancelling

[How do I cancel a Batch of BACS Payments?](#)

Approving

[How do I approve a Batch of BACS Payments?](#)
[How do I approve a file of BACS Payments?](#)

Releasing

[How do I release a Batch of BACS Payments?](#)
[How do I release a file of BACS Payments?](#)

Working with Standing Orders

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[How do I create a Standing Order?](#)

Amending

[How do I amend a Standing Order?](#)

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[How do I copy a Standing Order?](#)

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[How do I cancel a Standing Order?](#)

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[How do I approve a Standing Order?](#)

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[How do I release a Standing Order?](#)

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[How do I find Account Details for an Operative Account?](#)

[How do I find Account Details for a Deposit Account?](#)

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Finding Transaction information

[How do I find Transaction Details for an Operative Account?](#)

[How do I find Transaction Details for a Deposit Account?](#)

[How do I find Transaction Details for a Loan Account?](#)

[How do I find Foreign Currency Deal Details for an Operative Account?](#)

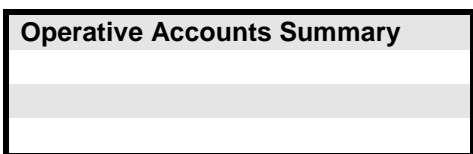
[How do I find Standing Order Details for an Operative Account?](#)

[How do I find Direct Debit Details for an Operative Account?](#)

[How do I make a general enquiry about Financial Activities?](#)

Question : How do I find Account Details for an Operative Account?

Answer : Click on Accounts Information > Operative Accounts in the Main Menu, then complete the following screens.

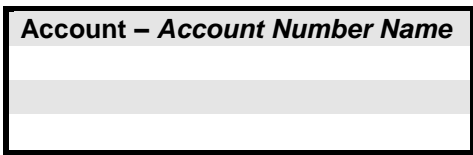


This screen displays a list of **Operative Accounts**.

Optionally you can filter the list by selecting a specific **Subsidiary** or **Division** from the drop down menu near to the top of the screen, or by keying details of your target account into the **Account Search** field and clicking on **Retrieve**.

Select the **Account** that you want to enquire about, by clicking on the radio button at the left side of the list in the list.

Click on **Account Details**.



This screen displays information about **Names, Currency, Balances and Interest**.

Links to other FAQs

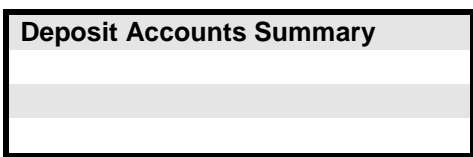
[How do I find Account Details for a Deposit Account?](#)

Links to glossary

[Account Nickname](#), [Currency](#), [Previous Day Ledger Balance](#), [Current Balance](#), [Current Cleared Balance](#), [Available Balance](#)

Question : How do I find Account Details for a Deposit Account?

Answer : Click on Accounts Information > Deposit Accounts in the Main Menu, then complete the following screens.

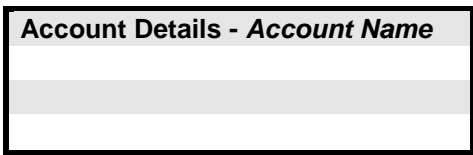


This screen displays a list of **Deposit** accounts.

Optionally you can filter the list by selecting a specific **Subsidiary** and/or **Division** from the drop down menus near to the top of the screen, or by keying details of your target account into the **Account Search** field and clicking on **Retrieve**.

Select the **Account** that you want to enquire about, by clicking on the radio button at the left side of the list in the list.

Click on **Account Details**.



This screen displays information about **Currency, Balances Interest** and **Names**.

Links to other FAQs

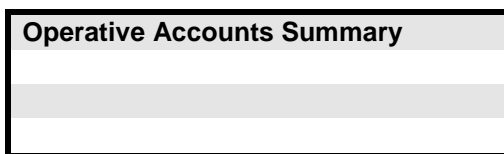
[How do I find Account Details for an Operative Account?](#)

Links to glossary

[Account Nickname](#), [Currency](#), [Current Balance](#), [Maturity Date](#)

Question : How do I find Transaction Details for an Operative Account?

Answer : Click on Accounts Information > Operative Accounts in the Main Menu, then complete the following screens.

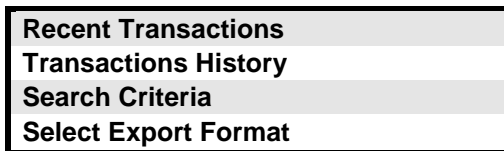


This screen displays a list of **Operative** accounts.

Optionally you can filter the list by selecting a specific **Subsidiary** or **Division** from the drop down menu near to the top of the screen, or by keying details of your target account into the **Account Search** field and clicking on **Retrieve**.

Select the **Account** that you want to enquire about, by clicking on the radio button at the left side of the list.

Click on **Transactions**.



Click on the radio button labelled **Recent Transactions**

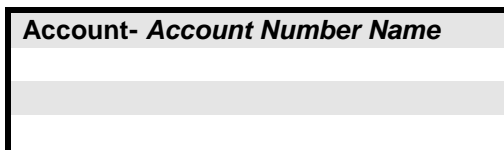
or

Click on the radio button labelled **Transactions History**, and complete the search parameters to find older transactions

then

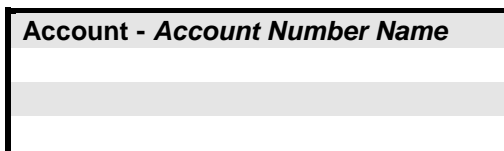
Click on the **Display on Same Screen** radio button in the **Select Export Format** section of the screen, **then**

Click on **Retrieve**.



Select the **Transaction** that you want to enquire about, by clicking on the radio button at the left side of the list.

Click on **Transaction Details**.



Transaction information is displayed on this screen

Links to other FAQs

[How do I find Transaction Details for a Deposit Account?](#)
[How do I find Transaction Details for a Loan Account?](#)

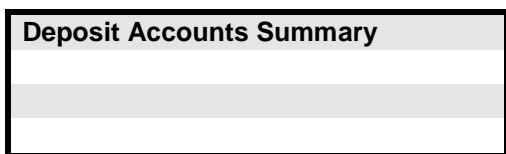
Links to glossary

[Posting Date](#), [Value Date](#), [Currency](#), [Recent Transactions](#), [Transactions History](#)



Question : How do I find Transaction Details for a Deposit Account?

Answer : Click on Accounts Information > Deposit Accounts in the Main Menu, then complete the following screens.

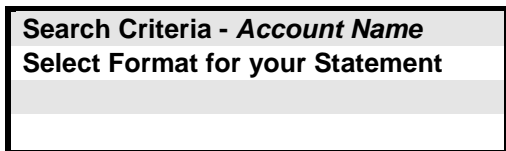


This screen displays a list of **Deposit** accounts.

Optionally you can filter the list by selecting a specific **Subsidiary** and/or **Division** from the drop down menus near to the top of the screen, or by keying details of your target account into the **Account Search** field and clicking on **Retrieve..**

Select the **Account** that you want to enquire about, by clicking on the radio button at the left side of the list.

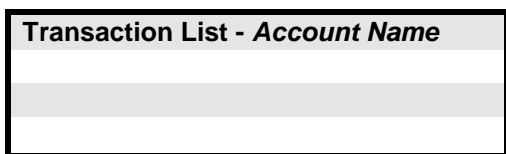
Click on **Transactions**.



Complete the search parameters in the **Search Criteria - Account Name** section of the screen to find the **Transaction** you want to enquire about, **then**

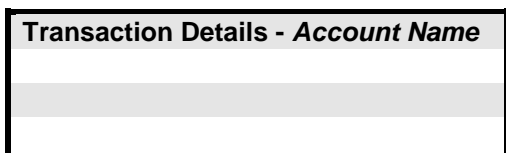
Select a format option by clicking the appropriate radio button in the **Select Format for your Statement** section of the screen, **then**

Click on **Retrieve**.



Select the **Transaction** that you want to enquire about, by clicking on the radio button at the left side of the list.

Click on **Transaction Details**.



Transaction information is displayed on this screen

Links to other FAQs

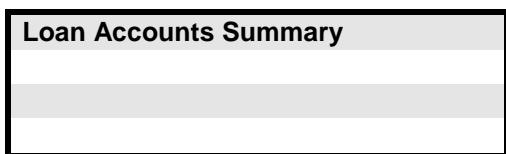
[How do I find Transaction Details for an Operative Account?](#)
[How do I find Transaction Details for a Loan Account?](#)

Links to glossary

[Currency](#)

Question : How do I find Transaction Details for a Loan Account?

Answer : Click on Accounts Information > Loan Accounts in the Main Menu, then complete the following screens.

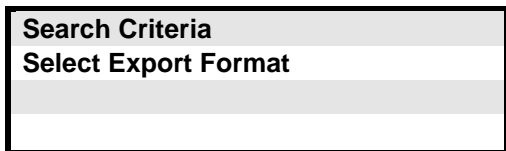


This screen displays a list of **Loan** accounts.

Optionally you can filter the list by selecting a specific **Subsidiary** or **Division** from the drop down menu near to the top of the screen, or by keying details of your target account into the **Account Search** field and clicking on **Retrieve**.

Select the **Account** that you want to enquire about, by clicking on the radio button at the left side of the list.

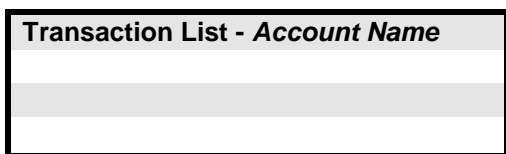
Click on **Transactions**.



Complete the search parameters in the **Search Criteria** section of the screen to find the **Transaction** you want to enquire about, **then**

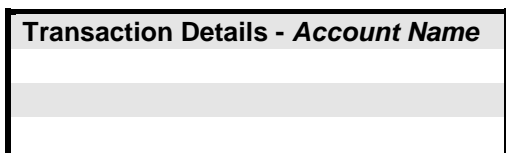
Click on the **Display on Same Screen** radio button in the **Select Export Format** section of the screen, **then**

Click on **Retrieve**.



Select the **Transaction** that you want to enquire about, by clicking on the radio button at the left side of the list.

Click on **Transaction Details**.



Transaction information is displayed on this screen

Links to other FAQs

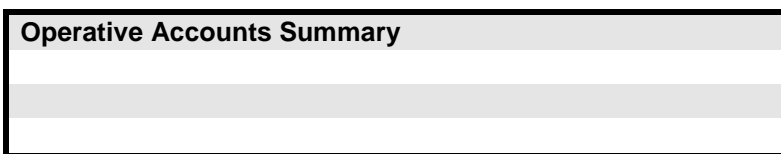
[How do I find Transaction Details for a Deposit Account?](#)
[How do I find Transaction Details for an Operative Account?](#)

Links to glossary

[Currency](#)

Question : How do I find Foreign Currency Deal Details for an Operative Account?

Answer : Click on Accounts Information > Operative Accounts in the Main Menu, then complete the following screens.



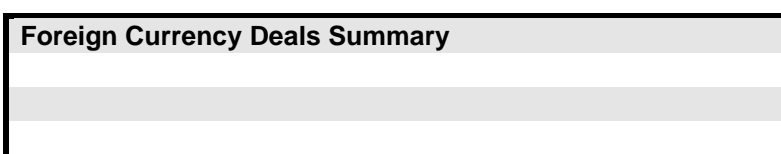
This screen displays a list of **Operative** accounts.

Optionally you can filter the list by selecting a specific **Subsidiary** or **Division** from the drop down menu near to the top of the screen, or by keying details of your target account into the **Account Search** field and clicking on **Retrieve**.

Select the **Account** that you want to enquire about, by clicking on the radio button at the left side of the list.

Select **Foreign Currency Deals** from the drop down menu labelled **More Actions** at the bottom of the screen, **then**

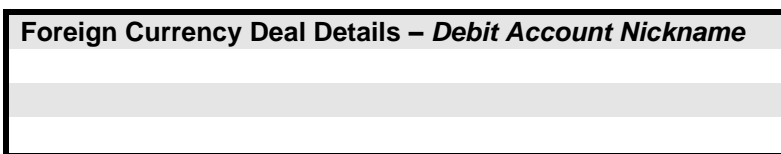
Click on **Go**.



This screen displays a list of **Foreign Currency Deals**.

Select the **Foreign Currency Deal** that you want to enquire about, by clicking on the radio button at the left side of the list.

Click on **Deal Details**.



Foreign Currency Deal details are displayed on this screen

Links to other FAQs

[How do I find Standing Order Details for an Operative Account?](#)
[How do I find Direct Debit Details for an Operative Account?](#)

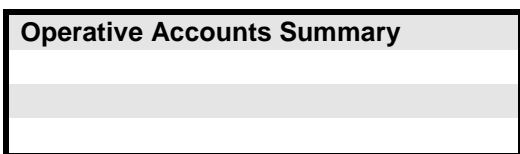
Links to glossary

[Deal Reference](#), [Value Date](#), [Option Start Date](#), [Debit Currency](#), [Credit Currency](#)



Question : How do I find Standing Order Details for an Operative Account?

Answer : Click on Accounts Information > Operative Accounts in the Main Menu, then complete the following screens.



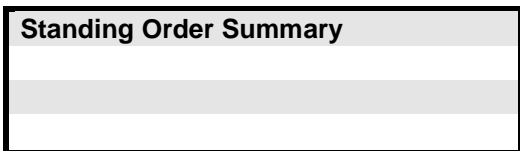
This screen displays a list of **Operative** accounts.

Optionally you can filter the list by selecting a specific **Subsidiary** or **Division** from the drop down menu near to the top of the screen, or by keying details of your target account into the **Account Search** field and clicking on **Retrieve**.

Select the **Account** that you want to enquire about, by clicking on the radio button at the left side of the list.

Select **Standing Orders** from the drop down menu labelled **More Actions** at the bottom of the screen, **then**

Click on **Go**.

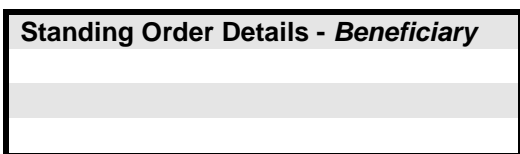


This screen displays a list of **Standing Orders**.

Optionally you can filter the list by selecting a specific **Instruction Status** from the drop down menu near to the top of the screen, or by keying your target **Beneficiary Name** into the **Beneficiary Name Search** field and clicking on **Retrieve**.

Select the **Standing Order** that you want to enquire about, by clicking on the radio button at the left side of the list.

Click on **Standing Order Details**.



Standing Order details are displayed on this screen

Links to other FAQs

[How do I find Foreign Currency Deal Details for an Operative Account?](#)
[How do I find Direct Debit Details for an Operative Account?](#)

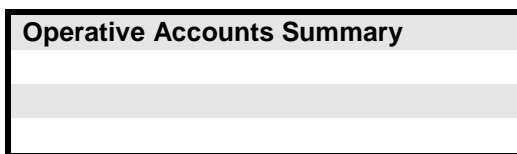
Links to glossary

[Next Payment Date](#), [Next Payment Amount](#), [Final Payment Amount](#),
[Frequency](#), [Status \(for Standing Orders\)](#)



Question : How do I find Direct Debit Details for an Operative Account?

Answer : Click on Accounts Information > Operative Accounts in the Main Menu, then complete the following screens.



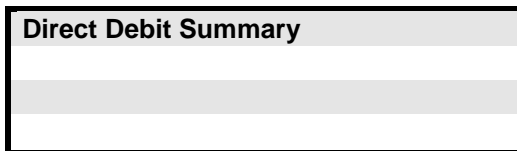
This screen displays a list of **Operative** accounts.

Optionally you can filter the list by selecting a specific **Subsidiary** or **Division** from the drop down menu near to the top of the screen, or by keying details of your target account into the **Account Search** field and clicking on **Retrieve**.

Select the **Account** that you want to enquire about, by clicking on the radio button at the left side of the list.

Select **Direct Debits** from the drop down menu labelled **More Actions** at the bottom of the screen, **then**

Click on **Go**.

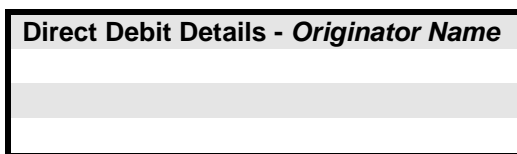


This screen displays a list of Direct Debits.

Optionally you can filter the list by selecting a specific **Instruction Status** from the drop down menu near to the top of the screen, or by keying your target **Originator Name** into the **Originator Name Search** field and clicking on **Retrieve**.

Select the **Direct Debit** that you want to enquire about, by clicking on the radio button at the left side of the list.

Click on **Direct Debit Details**.



Direct Debit details are displayed on this screen

Links to other FAQs

[How do I find Foreign Currency Deal Details for an Operative Account?](#)
[How do I find Standing Order Details for an Operative Account?](#)
[How do I cancel a Direct Debit?](#)

Links to glossary

[Originator Name](#), [Originator Identity Number](#)

Question : How do I cancel a Direct Debit?

Answer : Click on Accounts Information > Operative Accounts in the Main Menu, then complete the following screens.

Operative Accounts Summary

This screen displays a list of **Operative** accounts.

Optionally you can filter the list by selecting a specific **Subsidiary** or **Division** from the drop down menu near to the top of the screen, or by keying details of your target account into the **Account Search** field and clicking on **Retrieve**.

Select the **Account** for the **Direct Debit** that you want to cancel, by clicking on the radio button at the left side of the list.

Select **Direct Debits** from the drop down menu labelled **More Actions** at the bottom of the screen, then

Click on **Go**.

Direct Debit Summary

This screen displays a list of **Direct Debits**.

Optionally you can filter the list by selecting a specific **Instruction Status** from the drop down menu near to the top of the screen, or by keying your target **Originator Name** into the **Originator Name Search** field and clicking on **Retrieve**.

Select the **Direct Debit** that you want to cancel, by clicking on the radio button at the left side of the list.

Click on **Cancel Direct Debit**.

Direct Debit Cancellation Details

Note the timescale for cancellations that is stated on this screen.

Check that the details are correct for the **Direct Debit** that you want to cancel.

Click on **Back** if you want to make any changes.

When you are satisfied that the details are correct for the **Direct Debit** that you want to cancel, click on **Submit**.

Direct Debit Summary

You should see a confirmation message on this screen.

If there is no confirmation message, or if you see an error message, call the **BusinessOnline Help Desk** at 0800 121 4209.

Links to other FAQs

[How do I find Direct Debit Details for an Operative Account?](#)

Links to glossary

[Originator Name](#), [Originator Identity Number](#)



Question : How do I create a Pool of Accounts?

Answer : Click on Liquidity Management > Account Pooling in the Main Menu, then complete the following screens.

Pool Summary

This screen displays a list of **Pools**.

To create a new **Pool**, select **Create** from the drop down menu labelled **More Actions** at the bottom of the screen, then

Click on **Go**.

Enter Pool Name and Select Pool Currency
Filter Criteria for Corporate Accounts
Accounts in Pool Available Accounts

In the **Enter Pool name and Select Pool Currency** section of the screen, enter a name for the new **Pool**, and select the **Currency** from the drop down menu.

Enter Pool Name and Select Pool Currency
Filter Criteria for Corporate Accounts
Accounts in Pool Available Accounts

In the **Filter Criteria for Corporate Accounts** section of the screen, enter the selection and/or search parameters for accounts which are to be eligible for adding to the new **Pool**, and click on **Retrieve**.

Alternatively you can retrieve eligible accounts by entering details in the **Account Search** field and clicking on **Retrieve**.

Enter Pool Name and Select Pool Currency
Filter Criteria for Corporate Accounts
Accounts in Pool Available Accounts
Users Linked to the Pool Corporate Users

In the **Available Accounts** section of the screen, select the **Account(s)** to be added to the **Pool** by clicking on the box(es) at the left side of the list, then move the **Accounts** into the **Accounts in Pool** section by clicking on the left arrow pointing to **Accounts in Pool**. (If you need to move any **Accounts** out of **Accounts in Pool** you can select them and click on the right arrow to move them back into **Available Accounts**).

In the **Corporate Users** section of the screen, select the **User(s)** to be linked to the **Pool** by clicking on the box(es) at the left side of the list, then move the **Users** into the **Users Linked to the Pool** section by clicking on the left arrow pointing to **Users Linked to the Pool**. (If you need to move any **Users** out of **Users Linked to the Pool** you can select them and click on the right arrow to move them back into **Corporate Users**).

For each **User** linked to the **Pool**, you can select the appropriate **Access Level** using the drop down menu beside the **User's** name in the **Users Linked to the Pool** section of the screen.

When your lists are complete for **Accounts in Pool** and **Users Linked to the Pool**, click on **Continue**.

Pool Details
List of Accounts
List of Users

Check that the **Pool** information is correct, Click on **Back** if you want to make any changes.

When you are satisfied that the **Pool** details are correct, click on **Submit**.

Pool Summary

Provided the **Pool** is created successfully you should see a confirmation message and a **Pool ID**.

If you do not see a confirmation message, or if you see an error message, call the **BusinessOnline Help Desk** at 0800 121 4209.

Links to other FAQs

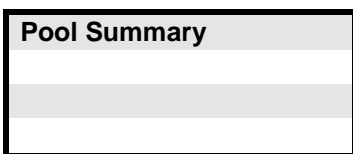
[How do I delete a Pool of Accounts?](#)
[How do I view Pool details?](#)
[How do I view Pool Transactions?](#)

Links to glossary

[Subsidiary](#), [Division](#), [Pool Name](#), [Notional Currency](#)

Question : How do I delete a Pool of Accounts?

Answer : Click on Liquidity Management > Account Pooling in the Main Menu, then complete the following screens.

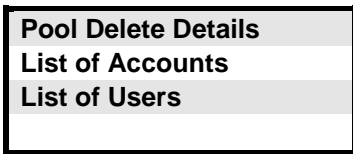


This screen displays a list of **Pools**.

Select the **Pool** that you want to delete by clicking on the radio button at the left side of the list.

Select **Delete** from the drop down menu labelled **More Actions** at the bottom of the screen, **then**

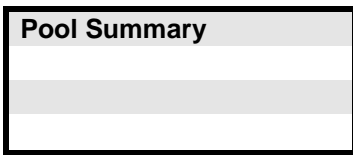
Click on **Go**.



Check that the details are correct for the **Pool** that you want to delete.

Click on **Back** if you want to make any changes.

When you are satisfied that the details are correct for the **Pool** that you want to delete, click on **Submit**.



Provided the **Pool** is deleted successfully you should see a confirmation message and a **Pool ID**.

If you do not see a confirmation message, or if you see an error message, call the **BusinessOnline Help Desk** at 0800 121 4209.

Links to other FAQs


[How do I create a Pool of Accounts?](#)

[How do I view Pool details?](#)

[How do I view Pool Transactions?](#)

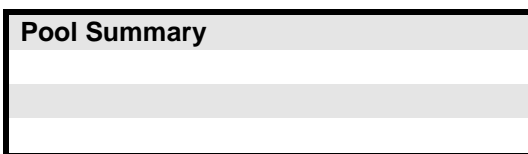
Links to glossary

[Pool ID](#), [Pool Name](#), [Notional Currency](#)



Question : How do I view Pool details?

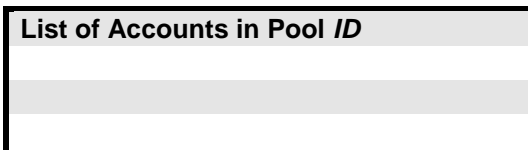
Answer : Click on Liquidity Management > Account Pooling in the Main Menu, then complete the following screens.



This screen displays a list of **Pools**.

Select the **Pool** that you want to view details for by clicking on the radio button at the left side of the list.

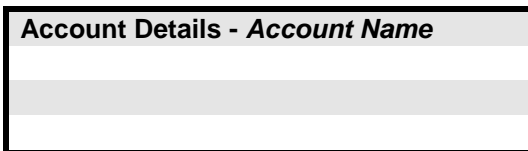
Click on **Pool Details**.



This screen displays a list of accounts in the **Pool**, along with information about balances.

If you want to view details for a specific account within the **Pool**, select the target account by clicking on the radio button at the left side of the list.

Click on **Account Details**.



This screen displays information about **Names, Currency, Balances** and **Interest**.

Links to other FAQs

[How do I create a Pool of Accounts?](#)

[How do I delete a Pool of Accounts?](#)

[How do I view Pool Transactions?](#)

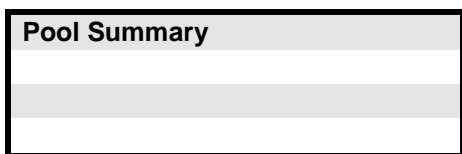
Links to glossary

[Account Nickname](#), [Currency](#)



Question : How do I view Pool Transactions?

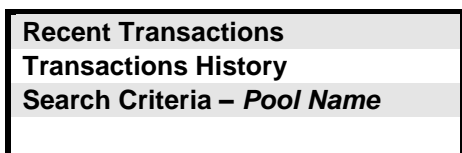
Answer : Click on Liquidity Management > Account Pooling in the Main Menu, then complete the following screens.



This screen displays a list of **Pools**.

Select the **Pool** that you want to view transactions for by clicking on the radio button at the left side of the list.

Click on **Transactions**.



Click on the radio button labelled **Recent Transactions**

or

Click on the radio button labelled **Transaction History**, and complete the search parameters to find older transactions

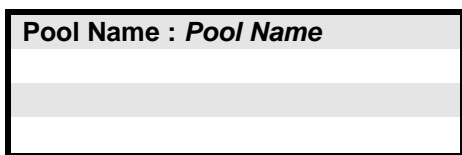
then

Optionally, you can use the **Search Criteria** section of the screen to filter your search

then

Click on the radio button labelled **Display on Same Screen**, then

Click on **Retrieve**.



Transaction information is displayed on this screen

Links to other FAQs

[How do I create a Pool of Accounts?](#)

[How do I delete a Pool of Accounts?](#)

[How do I view Pool details?](#)

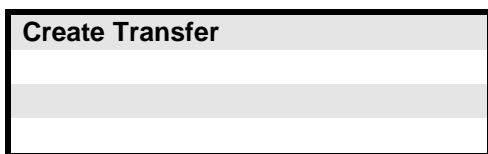
Links to glossary

[Account Nickname](#)



Question : How do I create a Funds Transfer?

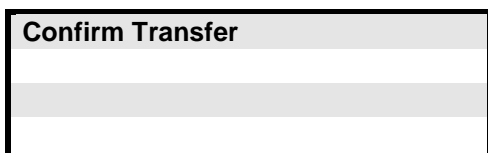
Answer : Click on Funds Transfer > Transfers > Create Transfers in the Main Menu, then complete the following screens.



Complete the **From Account**, **To Account** and **Transfer** details on this screen.

Optionally, you can enter **Transfer Remarks**.

Click on **Confirm**.

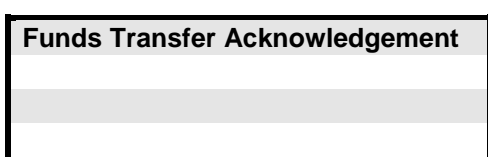


Check that the **Transfer** information is correct, Click on **Back** if you want to make any changes.

When you are satisfied that the **Transfer** details are correct, complete the **Hold** and **Next Approver** fields (*if applicable – see note below*).

Note that **BusinessOnline** will not prompt for **Hold** and/or **Next Approver** details if they are not required.

Click on **Submit**.



Provided the **Transfer** is submitted successfully you should see a confirmation message and a reference number.

If you do not see a confirmation message, or if you see an error message, call the **BusinessOnline Help Desk** at 0800 121 4209.

Remember that the Transfer may need further approval before it is processed.

Remember that Transfers that are held must be released before they are processed.

Links to other FAQs

[How do I create a Batch of Funds Transfers?](#)
[How do I create a list of Funds Transfers?](#)

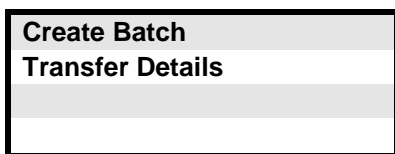
Links to glossary

[Payment Date](#), [Earliest Value Date](#), [Indicative FX Rate](#), [Hold](#)



Question : How do I create a Batch of Funds Transfers?

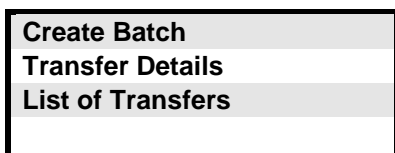
Answer : Click on Funds Transfer > Batches > Create Batch in the Main Menu, then complete the following screens.



Complete the **Create Batch** details, and complete the **Transfer Details** for the first **Transfer** to be added to the **Batch**.

Optionally, you can enter **Transfer Remarks**.

Click on **Add To Batch**.



The **Transfer** details will be added in the **List of Transfers** section of this screen.

To add another **Transfer**, complete the details in the **Transfer Details** section of the screen, and click on **Add to Batch**.

Optionally, you can enter **Transfer Remarks** for each **Transfer**.

You can repeat this process up to a maximum **Batch** size of 749 **Transfers**.

When your **Batch** is complete, click on **Confirm**.



Check that the **Batch Details** and **List of Transfers** information is correct, Click on **Back** if you want to make any changes.

When you are satisfied that the details are correct, complete the **Hold** and **Next Approver** fields (*if applicable – see note below*)

Note that **BusinessOnline** will not prompt for **Hold** and/or **Next Approver** details if they are not required.

Click on **Submit**.



You should see a confirmation message and a reference number on this screen

If you do not see a confirmation message, or if you see an error message, call the **BusinessOnline Help Desk** at 0800 121 4209.

Remember that the Batch may need further approval before it is processed.

Remember that Batches that are held must be released before they are processed.

Links to other FAQs

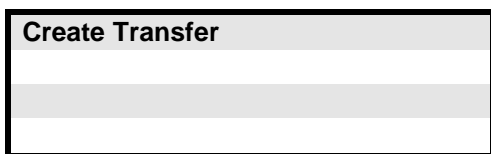
[How do I create a Funds Transfer?](#)
[How do I create a list of Funds Transfers?](#)

Links to glossary

[Payment Date](#), [Currency](#), [Earliest Value Date](#), [Indicative FX Rate](#), [Hold](#)

Question : How do I create a list of Funds Transfers?

Answer : Click on Funds Transfer > Transfers > Create Transfers in the Main Menu, then complete the following screens.



Complete the **From Account, To Account** and **Transfer** details on this screen, for the first Transfer to be added to the list.

Optionally, you can enter **Transfer Remarks**.

Click on **Add To List**.



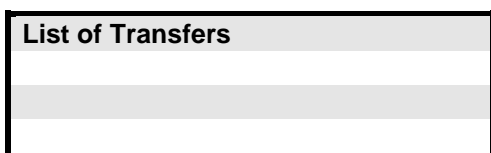
The **Transfer** details will be added in the **List of Transfers** section of this screen. Complete the **Hold** and **Next Approver** Details (*if applicable – see note below*).

To add another **Transfer**, complete the details in the **Create Transfer** section of the screen and click on **Add to List**, then complete the **Hold** and **Next Approver** details in the **List of Transfers** section of the screen (*if applicable – see note below*).

Note that **BusinessOnline** will not prompt for **Hold** and/or **Next Approver** details if they are not required.

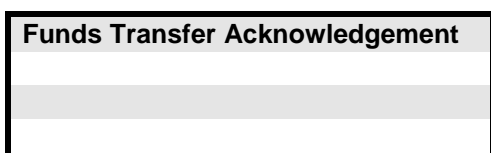
You can repeat this process to add any number of **Transfers**.

When your list is complete, select the **Transfers** that are to be confirmed by ticking the boxes at the left side of the list, then click on **Confirm**.



Check that the Transfer information is correct, Click on **Back** if you want to make any changes.

When you are satisfied that the **Transfer** details are correct, click on **Submit**.



For each **Transfer** that is submitted successfully you should see a confirmation message and a reference number.

If any confirmation messages are missing, or if you see any error messages, call the **BusinessOnline Help Desk** at 0800 121 4209.

Remember that the Transfers may need further approval before they are processed.

Remember that Transfers that are held must be released before they are processed.

Links to other FAQs

[How do I create a Funds Transfer?](#)
[How do I create a Batch of Funds Transfers?](#)

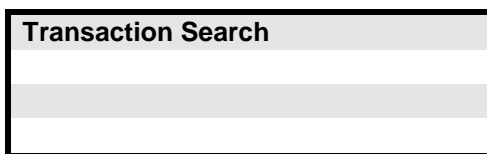
Links to glossary

[Payment Date](#), [Earliest Value Date](#), [Indicative FX Rate](#), [Hold](#)



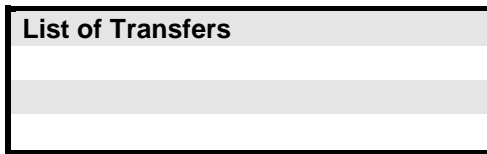
Question : How do I amend a Funds Transfer?

Answer : Click on Funds Transfer > Transfers > Funds Transfer Tracker in the Main Menu, then complete the following screens.

A screenshot of the 'Transaction Search' screen. It has a title bar 'Transaction Search' and a main content area with a light grey background and a white border.

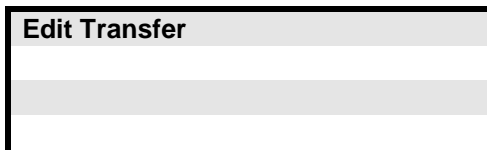
Complete the search parameters to find the **Transfer** you want to amend.

Click on **Retrieve**.

A screenshot of the 'List of Transfers' screen. It has a title bar 'List of Transfers' and a main content area with a light grey background and a white border.

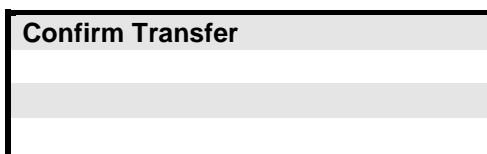
Select the **Transfer** that you want to amend, by ticking a box at the left side of the list.

Click on **Edit**.

A screenshot of the 'Edit Transfer' screen. It has a title bar 'Edit Transfer' and a main content area with a light grey background and a white border.

Amend the **Transfer** details on this screen.

Click on **Confirm**.

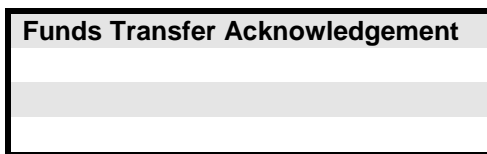
A screenshot of the 'Confirm Transfer' screen. It has a title bar 'Confirm Transfer' and a main content area with a light grey background and a white border.

Check that the amended **Transfer** information is correct. Click on **Back** if you want to make any changes.

When you are satisfied that the amended **Transfer** details are correct, complete the **Hold** and **Next Approver** fields (*if applicable – see note below*).

Note that **BusinessOnline** will not prompt for **Hold** and/or **Next Approver** details if they are not required.

Click on **Submit**.

A screenshot of the 'Funds Transfer Acknowledgement' screen. It has a title bar 'Funds Transfer Acknowledgement' and a main content area with a light grey background and a white border.

You should see a confirmation message and a reference number on this screen.

If there is no confirmation message, or if you see an error message, call the **BusinessOnline Help Desk** at 0800 121 4209.

Remember that the amended Transfer may need further approval before it is processed.

Remember that Transfers that are held must be released before they are processed.

Links to other FAQs

[How do I amend a Transfer within a Batch of Funds Transfers?](#)
[How do I amend Batch details for a Batch of Funds Transfers?](#)

Links to glossary

[Status \(for Funds Transfers\)](#), [Payment Date Range](#), [Created Date Range](#), [Payment Date](#), [Earliest Value Date](#), [Indicative FX Rate](#), [Hold](#)



Question : How do I amend a Transfer within a Batch of Funds Transfers?

Answer : Click on Funds Transfer > Batches > Batches Tracker in the Main Menu, then complete the following screens.

Complete the search parameters to find the **Batch** containing the **Transfer** that you want to amend.

Click on **Retrieve**.

Select the **Batch** containing the **Transfer** that you want to amend, by clicking on the radio button at the left side of the list.

Click on **Edit**.

Select the **Transfer** that you want to amend, by clicking on the radio button at the left side of the list in the **List of Transfers** section of the screen.

Click on **Modify Transfer**.

Amend the **Transfer** details on this screen.

Click on **Update**.

Check that the amended **Transfer** information is correct. Click on the **Ref ID** to see additional **Transfer** details. Click on **Back** if you want to make any changes.

When you are satisfied that the amended **Transfer** details are correct, click on **Confirm**.

Check that the amended **Transfer** information is correct. Click on **Back** if you want to make any changes.

When you are satisfied that the amended **Transfer** details are correct, complete the **Hold** and **Next Approver** fields (*if applicable – see note below*).

Note that **BusinessOnline** will not prompt for **Hold** and/or **Next Approver** details if they are not required.

Click on **Submit**.

You should see a confirmation message and a reference number on this screen.

If there is no confirmation message, or if you see an error message, call the **BusinessOnline Help Desk** at 0800 121 4209.

Remember that the amended Batch may need further approval before it is processed.

Remember that Batches that are held must be released before they are processed.

Links to other FAQs

[How do I amend a Funds Transfer?](#)
[How do I amend Batch details for a Batch of Funds Transfers?](#)

Links to glossary

[Status \(for Funds Transfers\)](#), [Payment Date Range](#), [Created Date Range](#), [Payment Date](#), [Earliest Value Date](#), [Indicative FX Rate](#), [Hold](#), [Currency](#)

Question : How do I amend Batch details for a Batch of Funds Transfers?

Answer : Click on Funds Transfer > Batches > Batches Tracker in the Main Menu, then complete the following screens.

Batch Search

Complete the search parameters to find the **Batch** you want to amend.

Click on **Retrieve**.

List of Batches

Select the **Batch** that you want to amend, by clicking on the radio button at the left side of the list.

Click on **Edit**.

Edit Batch
List of Transfers

Amend the **Batch** details within the **Edit Batch** section of the screen,

Click on **Confirm**.

Batch Details
List of Transfers

Check that the amended **Batch Details** are correct. Click on **Back** if you want to make any changes.

When you are satisfied that the amended **Batch Details** are correct, complete the **Hold** and **Next Approver** fields (*if applicable – see note below*).

Note that BusinessOnline will not prompt for Hold and/or Next Approver details if they are not required.

Click on **Submit**.

Batch Acknowledgement
List of Transfers

You should see a confirmation message and a reference number on this screen.

If there is no confirmation message, or if you see an error message, call the **BusinessOnline Help Desk** at 0800 121 4209.

Remember that the amended Batch may need further approval before it is processed.

Remember that Batches that are held must be released before they are processed.

Links to other FAQs

[How do I amend a Funds Transfer?](#)

[How do I amend a Transfer within a Batch of Funds Transfers?](#)

Links to glossary

[Status \(for Funds Transfers\)](#), [Payment Date Range](#), [Created Date Range](#), [Payment Date](#), [Earliest Value Date](#), [Indicative FX Rate](#), [Hold](#), [Currency](#)

Question : How do I add a Transfer to a Batch of Funds Transfers?

Answer : Click on Funds Transfer > Batches > Batches Tracker in the Main Menu, then complete the following screens.

Note : When you use this procedure to add one or more Transfers to a Batch, you Copy the original Batch and then add the Transfer(s). This procedure creates a new Batch which includes the additional Transfer(s).

Remember to cancel the original batch if it is not to be processed.

Batch Search

Complete the search parameters to find the **Batch** to which you want to add a **Transfer**.

Click on **Retrieve**.

List of Batches

Select the **Batch** to which you want to add a **Transfer**, by clicking on the radio button at the left side of the list.

Click on **Copy**.

Create New Batch
Transfer Details
List of Transfers

Complete details of the additional **Transfer** in the **Transfer Details** section of the screen, then click on **Add to Batch**.

You can repeat this process up to a maximum **Batch** size of 749 **Transfers**.

When you have finished adding **Transfers**, click on **Confirm**.

Batch Details
List of Transfers

Check that the **Batch Details** information and the **List of Transfers** details are correct.

Click on **Back** if you want to make any changes.

When you are satisfied that all of the details are correct, complete the **Hold** and **Next Approver** fields (*if applicable – see note below*).

Note that BusinessOnline will not prompt for Hold and/or Next Approver details if they are not required.

Click on **Submit**.

Batch Acknowledgement
List of Transfers

You should see a confirmation message and a reference number on this screen.

If there is no confirmation message, or if you see an error message, call the **BusinessOnline Help Desk** at 0800 121 4209.

Remember that the Batch may need further approval before it is processed.

Remember that Batches that are held must be released before they are processed.

Links to other FAQs

[How do I remove a Transfer from a Batch of Funds Transfers?](#)

Links to glossary

[Status \(for Funds Transfers\)](#), [Payment Date Range](#), [Created Date Range](#), [Payment Date](#), [Earliest Value Date](#), [Indicative FX Rate](#), [Hold](#), [Currency](#)

Question : How do I remove a Transfer from a Batch of Funds Transfers?

Answer : Click on Funds Transfer > Batches > Batches Tracker in the Main Menu, then complete the following screens.

Note : When you use this procedure to remove one or more Transfers from a Batch, you Copy the original Batch and then remove the Transfer(s). This procedure creates a new Batch without the Transfer(s) that were removed.
Remember to cancel the original Batch if it is not to be processed.

Batch Search

Complete the search parameters to find the **Batch** from which you want to remove a **Transfer**

Click on **Retrieve**.

List of Batches

Select the **Batch** from which you want to remove a **Transfer**, by clicking on the radio button at the left side of the list.

Click on **Copy**.

Create New Batch
Transfer Details
List of Transfers

Select the **Transfer(s)** that you want to remove, by ticking the box(es) at the left side of the list in the **List of Transfers** section of the screen.

When you have selected all of the **Transfers** to be removed, click on **Remove Transfers**.

Create Batch
Transfer Details
List of Payments

Check that the **Transfer(s)** you removed no longer appear in the **List of Transfers**.
Click on **Back** if you want to make changes.

When you are satisfied that the correct **Transfers** have been removed, click on **Confirm**.

Batch Details
List of Transfers

Check that the **Batch Details** information and the **List of Transfers** details are correct.
Click on **Back** if you want to make any changes.

When you are satisfied that all of the details are correct, complete the **Hold** and **Next Approver** fields (*if applicable – see note below*).

Note that BusinessOnline will not prompt for Hold and/or Next Approver details if they are not required.

Click on **Submit**.

Batch Acknowledgement
List of Transfers

You should see a confirmation message and a reference number on this screen.

If there is no confirmation message, or if you see an error message, call the **BusinessOnline Help Desk** at 0800 121 4209.

Remember that the Batch may need further approval before it is processed.

Remember that Batches that are held must be released before they are processed.

Links to other FAQs

[How do I add a Transfer to a Batch of Funds Transfers?](#)

Links to glossary

[Status \(for Funds Transfers\)](#), [Payment Date Range](#), [Created Date Range](#), [Payment Date](#), [Earliest Value Date](#), [Indicative FX Rate](#), [Hold](#), [Currency](#)

Question : How do I copy a Funds Transfer?

Answer : Click on Funds Transfer > Transfers > Funds Transfer Tracker in the Main Menu, then complete the following screens.

Note : When you use this procedure to Copy a Transfer (whether you make any changes or not), the Copy procedure creates a new Transfer in addition to the original one that was copied. Remember to cancel the original Transfer if it is not to be processed.

Transaction Search

Complete the search parameters to find the **Transfer** you want to copy.

Click on **Retrieve**.

List of Transfers

Select the **Transfer** that you want to copy, by ticking the box at the left side of the list.

Click on **Copy**.

Copy Transfer

You can amend the **Transfer** details on this screen, or else copy all of them with no amendments.

To proceed, click on **Confirm**.

Confirm Transfer

Check that the **Transfer** information is correct. Click on **Back** if you want to make any changes.

When you are satisfied that the **Transfer** details are correct, complete the **Hold** and **Next Approver** fields (*if applicable – see note below*).

Note that BusinessOnline will not prompt for Hold and/or Next Approver details if they are not required.

Click on **Submit**.

Funds Transfer Acknowledgement

You should see a confirmation message and a reference number on this screen.

If there is no confirmation message, or if you see an error message, call the **BusinessOnline Help Desk** at 0800 121 4209.

Remember that the Transfer may need further approval before it is processed.

Remember that Transfers that are held must be released before they are processed.

Links to other FAQs

[How do I copy a Batch of Funds Transfers?](#)

Links to glossary

[Status \(for Funds Transfers\)](#), [Payment Date Range](#), [Created Date Range](#), [Payment Date](#), [Earliest Value Date](#), [Indicative FX Rate](#), [Hold](#)

Question : How do I copy/modify a Batch of Funds Transfers?

Answer : Click on Funds Transfer > Batches > Batches Tracker in the Main Menu, then complete the following screens.

Note : When you use this procedure to Copy a Batch (whether you make any changes or not), the Copy procedure creates a new Batch in addition to the original one that was copied. Remember to cancel the original Batch if it is not to be processed.

Batch Search

Complete the search parameters to find the **Batch** that you want to copy.

Click on **Retrieve**.

List of Batches

Select the **Batch** that you want to copy, by clicking on the radio button at the left side of the list.

Click on **Copy**.

Create New Batch
Transfer Details
List of Transfers

You can modify amounts and /or references, add or remove **Transfers** before you proceed, or you can copy the **Batch** Without making any changes.

See the links below for specific guidance about adding or removing **Transfers**.

To proceed, click on **Confirm**.

Batch Details
List of Transfers

Check that the **Batch Details** information and the **List of Transfers** details are correct.

Click on **Back** if you want to make any changes.

When you are satisfied that all of the details are correct, complete the **Hold** and **Next Approver** fields (*if applicable – see note below*).

Note that BusinessOnline will not prompt for Hold and/or Next Approver details if they are not required.

Click on **Submit**.

Batch Acknowledgement
List of Transfers

You should see a confirmation message and a reference number on this screen.

If there is no confirmation message, or if you see an error message, call the **BusinessOnline Help Desk** at 0800 121 4209.

Remember that the Batch may need further approval before it is processed.

Remember that Batches that are held must be released before they are processed.

Links to other FAQs

[How do I add a Transfer to a Batch of Funds Transfers?](#)
[How do I remove a Transfer from a Batch of Funds Transfers?](#)
[How do I copy a Funds Transfer?](#)

Links to glossary

[Status \(for Funds Transfers\)](#), [Payment Date Range](#), [Created Date Range](#), [Payment Date](#), [Earliest Value Date](#), [Indicative FX Rate](#), [Hold](#), [Currency](#)

Question : How do I cancel a Funds Transfer?

Answer : Click on Funds Transfer > Transfers > Funds Transfer Tracker in the Main Menu, then complete the following screens.

Transaction Search

Complete the search parameters to find the **Transfer** you want to cancel.

Click on **Retrieve**.

List of Transfers

Select the **Transfer(s)** that you want to cancel, by ticking the box(es) at the left side of the list.

Click on **Cancel**.

Cancel Transfer

Check that the details are correct for the **Transfer** that you want to cancel. Click on **Back** if you want to make any changes.

Optionally, you can enter **Remarks**.

When you are satisfied that the **Transfer** details are correct, click on **Submit**.

Cancellation Acknowledgement

For each **Transfer** that is cancelled successfully you should see a confirmation message and a reference number.

If any confirmation messages are missing, or if you see any error messages, call the **BusinessOnline Help Desk** at 0800 121 4209.

Links to other FAQs

[How do I cancel a Batch of Funds Transfers?](#)

Links to glossary

[Status \(for Funds Transfers\)](#), [Payment Date Range](#), [Created Date Range](#), [Payment Date](#), [Earliest Value Date](#)

Question : How do I cancel a Batch of Funds Transfers?

Answer : Click on Funds Transfer > Batches > Batches Tracker in the Main Menu, then complete the following screens.

Batch Search

Complete the search parameters to find the **Batch** that you want to cancel.

Click on **Retrieve**.

List of Batches

Select the **Batch** that you want to cancel, by clicking on the radio button at the left side of the list.

Click on **Cancel**.

Cancel Batch
List of Transfers

Check that the details are correct for the **Batch** that you want to cancel. Click on **Back** if you want to make any changes.

When you are satisfied that the details are correct for the **Batch** that you want to cancel, click on **Cancel Batch**.

Batch Details
List of Transfers

Check that the details are correct for the **Batch** that you want to cancel. Click on **Back** if you want to make any changes.

Optionally, you can enter **Remarks**.

Click on **Confirm**.

Cancellation Acknowledgement
List of Transfers

You should see a confirmation message on this screen

If the confirmation message is missing, or if you see any error messages, call the **BusinessOnline Help Desk** at 0800 121 4209.

Links to other FAQs

[How do I cancel a Funds Transfer?](#)

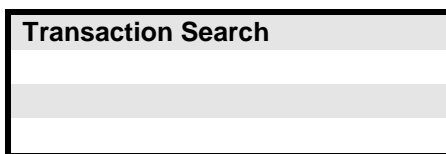
Links to glossary

[Status \(for Funds Transfers\)](#), [Payment Date Range](#), [Created Date Range](#), [Payment Date](#), [Currency](#)



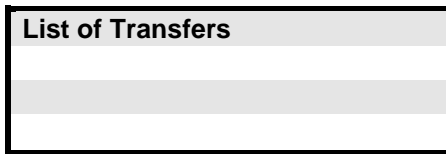
Question : How do I approve a Funds Transfer?

Answer : Click on Funds Transfer > Approvals > Transfers in the Main Menu, then complete the following screens.

A screenshot of the 'Transaction Search' screen. It features a header with the text 'Transaction Search' and two horizontal lines below it, representing input fields for search parameters.

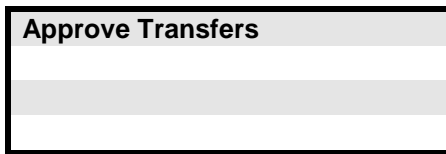
Complete the search parameters to find the **Transfer(s)** you want to approve.

Click on **Retrieve**.

A screenshot of the 'List of Transfers' screen. It features a header with the text 'List of Transfers' and two horizontal lines below it, representing a list of transfer entries.

Select **Transfer(s)** that you want to approve, by ticking the box(es) at the left side of the list.

Click on **Approve**.

A screenshot of the 'Approve Transfers' screen. It features a header with the text 'Approve Transfers' and two horizontal lines below it, representing fields for reviewing and approving transfer details.

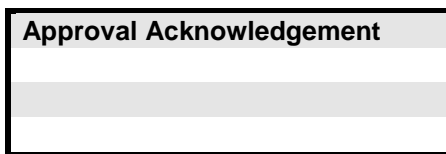
Check that the **Transfer** information is correct. Click on **Back** if you want to make any changes.

Optionally, you can enter **Remarks** for each **Transfer**.

When you are satisfied that the details are correct, complete the **Hold** and **Next Approver** fields (*if applicable – see note below*).

Note that **BusinessOnline** will not prompt for **Hold** and/or **Next Approver** details if they are not required.

When you are satisfied that the **Transfer** details are correct, click on **Submit**.

A screenshot of the 'Approval Acknowledgement' screen. It features a header with the text 'Approval Acknowledgement' and two horizontal lines below it, representing a confirmation message area.

For each **Transfer** that is approved successfully you should see a confirmation message and a reference number.

If any confirmation messages are missing, or if you see any error messages, call the **BusinessOnline Help Desk** at 0800 121 4209.

Remember that the Transfers may need further approval before they are processed.

Remember that Transfers that are held must be released before they are processed.

Links to other FAQs

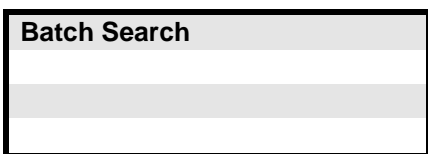
[How do I approve a Batch of Funds Transfers?](#)

Links to glossary

[Approval Reason](#), [Approval Role](#), [Amount Range](#), [Payment Date Range](#), [Hold](#)

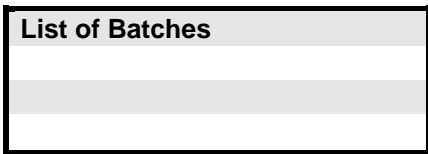
Question : How do I approve a Batch of Funds Transfers?

Answer : Click on Funds Transfer > Approvals > Batches in the Main Menu, then complete the following screens.



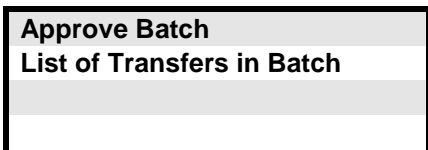
Complete the search parameters to find the **Batch** you want to approve.

Click on **Retrieve**.



Select the Batch that you want to approve, by clicking on the radio button at the left side of the list.

Click on **Approve**.



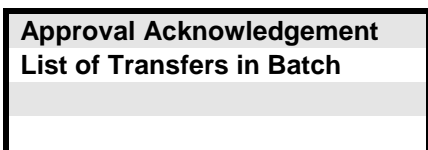
Check that the correct **Batch** has been selected, Click on **Back** if you want to make any changes.

Optionally, you can enter **Remarks**.

When you are satisfied that the **Batch** details are correct, complete the **Hold** and **Next Approver** fields (*if applicable – see note below*).

Note that **BusinessOnline** will not prompt for **Hold** and/or **Next Approver** details if they are not required.

Click on **Submit**.



You should see a confirmation message and **Batch ID** number on this screen

If you do not see a confirmation message, or if you see an error message, call the **BusinessOnline Help Desk** at 0800 121 4209.

Remember that the Batch may need further approval before it is processed.

Remember that Batches that are held must be released before they are processed.

Links to other FAQs

[How do I approve a Funds Transfer?](#)

Links to glossary

[Batch ID Range](#), [Approval Reason](#), [Approval Role](#), [Amount Range](#), [Payment Date Range](#), [Currency](#)



Question : How do I release a Funds Transfer?

Answer : Click on Funds Transfer > Transfers > Release Transfers in the Main Menu, then complete the following screens.

Select the **Transfer(s)** that you want to release, by ticking the box(es) at the left side of the list.

Click on **Release**.

Check that the list of **Transfers** to be released is correct, Click on **Back** if you want to make any changes.

Optionally, you can enter **Remarks** for each **Transfer**.

When you are satisfied that the **Transfer** details are correct, click on **Submit**.

For each **Transfer** that is released, you should see a confirmation message on this screen.

If you do not see a confirmation message, or if you see an error message, call the **BusinessOnline Help Desk** at 0800 121 4209.

Links to other FAQs

[How do I release a Batch of Funds Transfers?](#)

Links to glossary

[Payment Date](#)

Question : How do I release a Batch of Funds Transfers?

Answer : Click on Funds Transfer > Batches > Release Batches in the Main Menu, then complete the following screens.

Select the Batch that you want to release, by clicking on the radio button at the left side of the list.

Click on **Release**.

Check that the correct **Batch** has been selected, Click on **Back** if you want to make any changes.

Optionally, you can enter **Remarks**.

When you are satisfied that the **Batch** details are correct, click on **Submit**.

You should see a confirmation message on this screen

If you do not see a confirmation message, or if you see an error message, call the **BusinessOnline Help Desk** at 0800 121 4209.

Links to other FAQs

[How do I release a Funds Transfer?](#)

Links to glossary

[Payment Date](#)

Question : How do I create a Payment (in UK Payments)?

Answer : Click on UK Payments > Payments > Create Payment in the Main Menu, then complete the following screens.

Payment Details
Beneficiary Details
Additional Details

Complete the **Payment Details**, **Beneficiary Details** and **Additional Details** on this screen.

Click on **Confirm**.

Confirm Payment
Confirmation Details

Check that the **Payment** information is correct, Click on **Back** if you want to make any changes.

When you are satisfied that the **Payment** details are correct, complete the **Hold** and **Next Approver** fields, and enter your authentication details in the **Confirmation Details** section of the screen (*if applicable – see note below*).

Note that BusinessOnline will not prompt for Hold and/or Next Approver and/or Confirmation Details if they are not required.
--

Click on **Submit**.

Payment Acknowledgement

Provided the **Payment** is submitted successfully you should see a confirmation message and a reference number.

If you do not see a confirmation message, or if you see an error message, call the **BusinessOnline Help Desk** at 0800 121 4209.

Remember that the Payment may need further approval before it is processed.

Remember that Payments that are held must be released before they are processed.

Links to other FAQs

[How do I create a Batch of Payments \(in UK Payments\)?](#)
[How do I create a list of Payments \(in UK Payments\)?](#)
[How do I upload a file of Payments \(in UK Payments\)?](#)

Links to glossary

[Payment Date](#), [Hold](#)



Question : How do I create a Batch of Payments (in UK Payments)?

Answer : Click on UK Payments > Batches > Create Batch in the Main Menu, then complete the following screens.

Create Batch
Payment Details
Additional Details

Complete the **Create Batch** details, and complete the **Payment Details** and **Additional Details** for the first **Payment** to be added to the **Batch**.

Click on **Add To Batch**.

Create Batch
Payment Details
Additional Details
List Of Payments

The **Payment** details will be added in the **List of Payments** section of this screen.

To add another **Payment**, complete the details in the **Payment Details** and **Additional Details** sections of the screen, and click on **Add to Batch**.

You can repeat this process up to a maximum **Batch** size of 749 **Payments**.

When your **Batch** is complete, click on **Confirm**.

Batch Details
List of Payments
Confirmation Details

Check that the **Batch Details** and **List of Payments** information is correct, Click on **Back** if you want to make any changes.

When you are satisfied that the details are correct, complete the **Hold** and **Next Approver** fields, then enter your authentication details in the **Confirmation Details** section of the screen (*if applicable – see note below*).

Note that **BusinessOnline** will not prompt for **Hold** and/or **Next Approver** and/or **Confirmation Details** if they are not required.

Click on **Submit**.

Batch Acknowledgement
List of Payments

You should see a confirmation message on this screen

If you do not see a confirmation message, or if you see an error message, call the **BusinessOnline Help Desk** at 0800 121 4209.

Remember that the Batch may need further approval before it is processed.

Remember that Batches that are held must be released before they are processed.

Links to other FAQs

- [How do I create a Payment \(in UK Payments\)?](#)
- [How do I create a list of Payments \(in UK Payments\)?](#)
- [How do I upload a file of Payments \(in UK Payments\)?](#)

Links to glossary

- [Payment Date](#), [Hold](#)



Question : How do I create a list of Payments (in UK Payments)?

Answer : Click on UK Payments > Payments > Create Payment in the Main Menu, then complete the following screens.

Payment Details
Beneficiary Details
Additional Details

Complete the **Payment Details**, **Beneficiary Details** and **Additional Details** on this screen, for the first **Payment** to be added to the list.

Click on **Add To List**.

Payment Details
Beneficiary Details
Additional Details
List Of Payments

The **Payment** details will be added in the **List of Payments** section of this screen. Complete the **Hold** and **Next Approver Details** (*if applicable – see note below*).

To add another **Payment**, complete the details in the **Payment Details**, **Beneficiary Details** and **Additional Details** sections of the screen, and click on **Add to List**, then complete the **Hold** and **Next Approver** details in the **List of Payments** section of the screen (*if applicable – see note below*).

Note that **BusinessOnline** will not prompt for **Hold** and/or **Next Approver** details if they are not required.

You can repeat this process to add any number of **Payments**.

When your list is complete, select the **Payments** that are to be confirmed by ticking the boxes at the left side of the list, then click on **Confirm**.

List Details
Confirm Payment
Confirmation Details

Check that the **Payment** information is correct, Click on **Back** if you want to make any changes.

When you are satisfied that the **Payment** details are correct, enter your authentication details in the **Confirmation Details** section of the screen (*if applicable – see note below*).

Note that **BusinessOnline** will not prompt for **Confirmation Details** if they are not required.

Click on **Submit**.

Payments List

For each **Payment** that is submitted successfully you should see a confirmation message and a reference number.

If any confirmation messages are missing, or if you see any error messages, call the **BusinessOnline Help Desk** at 0800 121 4209.

Remember that the Payments may need further approval before they are processed.

Remember that Payments that are held must be released before they are processed.

Links to other FAQs

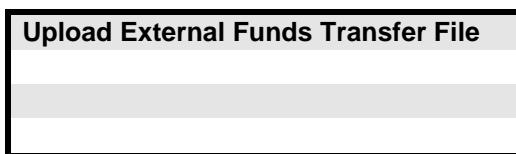
[How do I create a Payment \(in UK Payments\)?](#)
[How do I create a Batch of Payments \(in UK Payments\)?](#)
[How do I upload a file of Payments \(in UK Payments\)?](#)

Links to glossary

[Payment Date](#), [Hold](#)

Question : How do I upload a file of Payments (in UK Payments)?

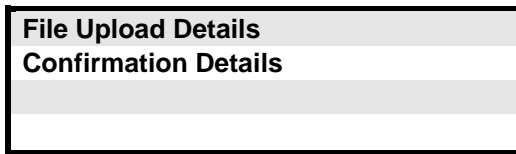
Answer : Click on UK Payments > EFT Upload > Upload in the Main Menu, then complete the following screens.



Complete the file details on this screen.

Optionally, you can add **File Remarks**.

Click on **Continue**.



Check that the file details are correct, Click on **Back** if you want to make any changes.

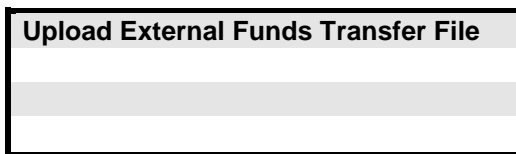
Attach the file to be uploaded by clicking on **Browse**, navigating to the file, highlighting it and clicking on **Open**.

Complete the **Hold** and **Next Approver** fields, and enter your authorisation details in the **Confirmation Details** section of the screen (*if applicable – see note below*).

Note that **BusinessOnline** will not prompt for **Hold** and/or **Next Approver** and/or **Confirmation Details** if they are not required.

Before clicking on **Submit**, check that the **Attach File** field is still populated. If necessary, browse and select the file again.

Click on **Submit**.



You should see a confirmation message and a reference number.

If there is no confirmation message, or if you see an error message, call the **BusinessOnline Help Desk** at 0800 121 4209.

Remember that the file may need further approval before it is processed.

Remember that files that are held must be released before they are processed.

Links to other FAQs

- [How do I create a Payment \(in UK Payments\)?](#)
- [How do I create a Batch of Payments \(in UK Payments\)?](#)
- [How do I create a list of Payments \(in UK Payments\)?](#)
- [What file formats can I upload to BusinessOnline?](#)

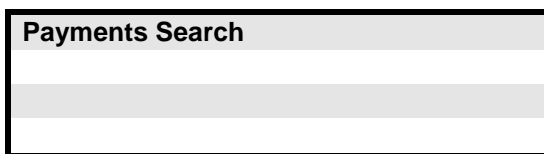
Links to glossary

- [Payment Date](#), [Hold](#)



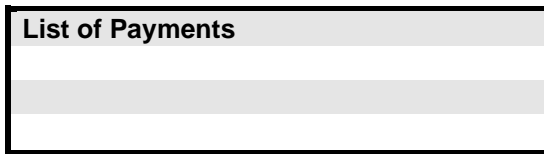
Question : How do I amend a Payment (in UK Payments)?

Answer : Click on UK Payments > Payments > Payments Tracker in the Main Menu, then complete the following screens.



Complete the search parameters to find the **Payment** you want to amend.

Click on **Retrieve**.



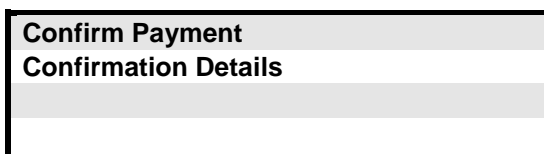
Select the **Payment** that you want to amend, by ticking the box at the left side of the list.

Click on **Edit**.



Amend the **Payment Details** and/or the **Beneficiary Details** and/or the **Additional Details** on this screen.

Click on **Confirm**.

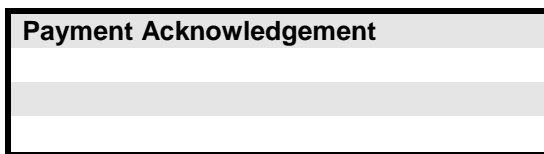


Check that the amended **Payment** information is correct. Click on **Back** if you want to make any changes.

When you are satisfied that the amended **Payment** details are correct, complete the **Hold** and **Next Approver** fields, and enter your authentication details in the **Confirmation Details** section of the screen (*if applicable – see note below*).

Note that **BusinessOnline** will not prompt for **Hold** and/or **Next Approver** and/or **Confirmation Details** if they are not required.

Click on **Submit**.



You should see a confirmation message and a reference number on this screen.

If there is no confirmation message, or if you see an error message, call the **BusinessOnline Help Desk** at 0800 121 4209.

Remember that the amended Payment may need further approval before it is processed.

Remember that Payments that are held must be released before they are processed.

Links to other FAQs

[How do I amend a Payment within a Batch of UK Payments?](#)
[How do I amend Batch details for a Batch of UK Payments?](#)

Links to glossary

[Status \(for UK Payments\)](#), [Payment Date Range](#), [Created Date Range](#), [Hold](#)

Question : How do I amend a Payment within a Batch of UK Payments?

Answer : Click on UK Payments > Batches > Batches Tracker in the Main Menu, then complete the following screens.

Batch Search

Complete the search parameters to find the **Batch** containing the **Payment** that you want to amend.

Click on **Retrieve**.

List of Batches

Select the **Batch** containing the **Payment** that you want to amend, by clicking on the radio button at the left side of the list.

Click on **Edit**.

Batch Details
List of Payments

Select the **Payment** that you want to amend, by clicking on the radio button at the left side of the list in the **List of Payments** section of the screen.

Click on **Modify Payment**.

Variable Payment Details

Amend the **Payment** details on this screen.

Click on **Update**.

Batch Details
List of Payments

Check that the amended **Payment** information is correct. Click on the **Ref ID** to see additional **Payment** details. Click on **Back** if you want to make any changes.

When you are satisfied that the amended **Payment** details are correct, click on **Confirm**.

Batch Details
List of Payments
Confirmation Details

Check that the amended **Payment** information is correct. Click on **Back** if you want to make any changes.

When you are satisfied that the amended **Payment** details are correct, complete the **Hold** and **Next Approver** fields, and enter your authentication details in the **Confirmation Details** section of the screen (*if applicable – see note below*).

Note that **BusinessOnline** will not prompt for **Hold** and/or **Next Approver** and/or **Confirmation Details** if they are not required.

Click on **Submit**.

Payment Acknowledgement
List of Payments

You should see a confirmation message and a reference number on this screen.

If there is no confirmation message, or if you see an error message, call the **BusinessOnline Help Desk** at 0800 121 4209.

Remember that the amended Batch may need further approval before it is processed.

Remember that Batches that are held must be released before they are processed.

Links to other FAQs

- [How do I amend a Payment \(in UK Payments\)?](#)
- [How do I amend Batch details for a Batch of UK Payments?](#)

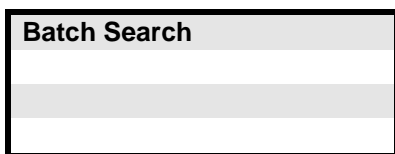
Links to glossary

- [Status \(for UK Payments\)](#), [Payment Date Range](#), [Created Date Range](#), [Hold](#)



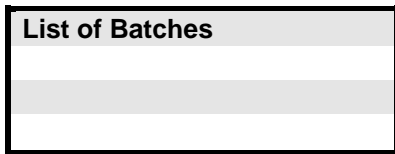
Question : How do I amend Batch details for a Batch of UK Payments?

Answer : Click on UK Payments > Batches > Batches Tracker in the Main Menu, then complete the following screens.



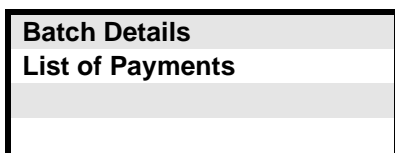
Complete the search parameters to find the **Batch** you want to amend.

Click on **Retrieve**.



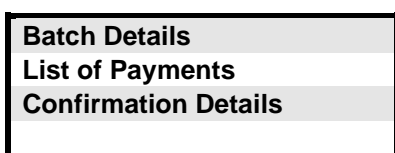
Select the **Batch** that you want to amend, by clicking on the radio button at the left side of the list.

Click on **Edit**.



Amend the details within the **Batch Details** section of the screen,

Click on **Confirm**.

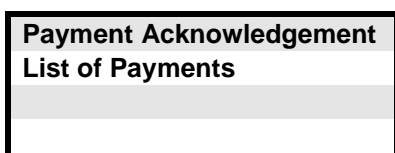


Check that the amended **Batch Details** are correct. Click on **Back** if you want to make any changes.

When you are satisfied that the amended **Batch Details** are correct, complete the **Hold** and **Next Approver** fields, and enter your authentication details in the **Confirmation Details** section of the screen (*if applicable – see note below*).

Note that **BusinessOnline** will not prompt for **Hold** and/or **Next Approver** and/or **Confirmation Details** if they are not required.

Click on **Submit**.



You should see a confirmation message and a reference number on this screen.

If there is no confirmation message, or if you see an error message, call the **BusinessOnline Help Desk** at 0800 121 4209.

Remember that the amended Batch may need further approval before it is processed.

Remember that Batches that are held must be released before they are processed.

Links to other FAQs

[How do I amend a Payment \(in UK Payments\)?](#)
[How do I amend a Payment within a Batch of UK Payments?](#)

Links to glossary

[Status \(for UK Payments\)](#), [Payment Date Range](#), [Created Date Range](#), [Hold](#)

Question : How do I add a Payment to a Batch of UK Payments?

Answer : Click on UK Payments > Batches > Batches Tracker in the Main Menu, then complete the following screens.

Note : When you use this procedure to add one or more Payments to a Batch, you Copy the original Batch and then add the Payment(s). This procedure creates a new Batch which includes the additional Payment(s).

Remember to cancel the original batch if it is not to be processed.

Batch Search

Complete the search parameters to find the **Batch** to which you want to add a **Payment**.

Click on **Retrieve**.

List of Batches

Select the **Batch** to which you want to add a **Payment**, by clicking on the radio button at the left side of the list.

Click on **Copy**.

Batch Details
Payment Details
Additional Details
Payment Details

Complete details of the additional **Payment** in the (higher) **Payment Details** section of the screen and in the **Additional Details** section of the screen, then click on **Add to Batch**.

You can repeat this process up to a maximum **Batch** size of 749 **Payments**.

When you have finished adding **Payments**, click on **Confirm**.

Batch Details
List of Payments
Confirmation Details

Check that the **Batch Details** information and the **List of Payments** details are correct.

Click on **Back** if you want to make any changes.

When you are satisfied that all of the details are correct, complete the **Hold** and **Next Approver** fields, and enter your authentication details in the **Confirmation Details** section of the screen (*if applicable – see note below*).

Note that BusinessOnline will not prompt for Hold and/or Next Approver and/or Confirmation Details if they are not required.
--

Click on **Submit**.

Payment Acknowledgement
List of Payments

You should see a confirmation message and a reference number on this screen.

If there is no confirmation message, or if you see an error message, call the **BusinessOnline Help Desk** at 0800 121 4209.

Remember that the Batch may need further approval before it is processed.

Remember that Batches that are held must be released before they are processed.

Links to other FAQs

[How do I remove a Payment from a Batch of UK Payments?](#)

Links to glossary

[Status \(for UK Payments\)](#), [Payment Date Range](#), [Created Date Range](#), [Hold](#)

Question : How do I remove a Payment from a Batch of UK Payments?

Answer : Click on UK Payments > Batches > Batches Tracker in the Main Menu, then complete the following screens.

Note : To remove one or more Payments from a Batch, you Copy the original Batch and then remove the Payment(s). This procedure creates a new Batch without the Payment(s) that were removed. Remember to cancel the original Batch if it is not to be processed.

Batch Search

Complete the search parameters to find the **Batch** from which you want to remove a **Payment**.

Click on **Retrieve**.

List of Batches

Select the **Batch** from which you want to remove a **Payment**, by clicking on the radio button at the left side of the list.

Click on **Copy**.

Batch Details
Payment Details
Additional Details
Payment Details

Select the **Payment(s)** that you want to remove, by ticking the box(es) at the left side of the list in the (lower) **Payment Details** section of the screen.

When you have selected all of the **Payments** to be removed, click on **Remove Payments**.

Batch Details
Payment Details
Additional Details
Payment Details

Check that the **Payments** you removed no longer appear in the **List of Payments**.

Click on **Back** if you want to make changes.

When you are satisfied that the correct **Payments** have been removed, click on **Confirm**.

Batch Details
List of Payments
Confirmation Details

Check that the **Batch Details** information and the **List of Payments** details are correct.

Click on **Back** if you want to make any changes.

When you are satisfied that all of the details are correct, complete the **Hold** and **Next Approver** fields, and enter your authentication details in the **Confirmation Details** section of the screen (*if applicable – see note below*).

Note that **BusinessOnline** will not prompt for **Hold** and/or **Next Approver** and/or **Confirmation Details** if they are not required.

Click on **Submit**.

Payment Acknowledgement
List of Payments

You should see a confirmation message and a reference number on this screen.

If there is no confirmation message, or if you see an error message, call the **BusinessOnline Help Desk** at 0800 121 4209.

Remember that the Batch may need further approval before it is processed.

Remember that Batches that are held must be released before they are processed.

Links to other FAQs

[How do I add a Payment to a Batch of UK Payments?](#)

Links to glossary

[Status \(for UK Payments\)](#), [Payment Date Range](#), [Created Date Range](#), [Hold](#)

Question : How do I copy a Payment (in UK Payments)?

Answer : Click on UK Payments > Payments > Payments Tracker in the Main Menu, then complete the following screens.

Note : When you use this procedure to Copy a Payment (whether you make any changes or not), the Copy procedure creates a new Payment in addition to the original one that was copied. Remember to cancel the original Payment if it is not to be processed.

Payments Search

Complete the search parameters to find the **Payment** you want to copy.

Click on **Retrieve**.

List of Payments

Select the **Payment** that you want to copy, by ticking the box at the left side of the list.

Click on **Copy**.

Payment Details
Beneficiary Details
Additional Details

You can amend the **Payment Details** and/or the **Beneficiary Details** and/or the **Additional Details** on this screen, or else copy all of them with no amendments.

To proceed, click on **Confirm**.

Confirm Payment
Confirmation Details

Check that the **Payment** information is correct. Click on **Back** if you want to make any changes.

When you are satisfied that the **Payment** details are correct, complete the **Hold** and **Next Approver** fields, and enter your authentication details in the **Confirmation Details** section of the screen (*if applicable – see note below*).

Note that BusinessOnline will not prompt for Hold and/or Next Approver and/or Confirmation Details if they are not required.
--

Click on **Submit**.

Batch Acknowledgement

You should see a confirmation message and a reference number on this screen.

If there is no confirmation message, or if you see an error message, call the **BusinessOnline Help Desk** at 0800 121 4209.

Remember that the Payment may need further approval before it is processed.

Remember that Payments that are held must be released before they are processed.

Links to other FAQs

[How do I copy a Batch of UK Payments?](#)

Links to glossary

[Status \(for UK Payments\)](#), [Payment Date Range](#), [Created Date Range](#), [Hold](#)

Question : How do I copy a Batch of UK Payments?

Answer : Click on UK Payments > Batches > Batches Tracker in the Main Menu, then complete the following screens.

Note : When you use this procedure to Copy a Batch (whether you make any changes or not), the Copy procedure creates a new Batch in addition to the original one that was copied. Remember to cancel the original batch if it is not to be processed.

Batch Search

Complete the search parameters to find the **Batch** that you want to copy.

Click on **Retrieve**.

List of Batches

Select the **Batch** that you want to copy, by clicking on the radio button at the left side of the list.

Click on **Copy**.

Batch Details
Payment Details
Additional Details
Payment Details

You can add or remove **Payments** before you proceed, or you can copy the **Batch** without making any changes.

See the links below for specific guidance about adding or removing **Payments**.

To proceed, click on **Confirm**.

Batch Details
List of Payments
Confirmation Details

Check that the **Batch Details** information and the **List of Payments** details are correct.

Click on **Back** if you want to make any changes.

When you are satisfied that all of the details are correct, complete the **Hold** and **Next Approver** fields, and enter your authentication details in the **Confirmation Details** section of the screen (*if applicable – see note below*)

Note that BusinessOnline will not prompt for Hold and/or Next Approver and/or Confirmation Details if they are not required.
--

Click on **Submit**.

Payment Acknowledgement
List of Payments

You should see a confirmation message and a reference number on this screen.

If there is no confirmation message, or if you see an error message, call the **BusinessOnline Help Desk** at 0800 121 4209.

Remember that the Batch may need further approval before it is processed.

Remember that Batches that are held must be released before they are processed.

Links to other FAQs

[How do I add a Payment to a Batch of UK Payments?](#)
[How do I remove a Payment from a Batch of UK Payments?](#)
[How do I copy a Payment \(in UK Payments\)?](#)

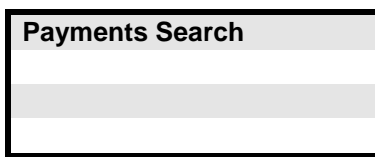
Links to glossary

[Status \(for UK Payments\)](#), [Payment Date Range](#), [Created Date Range](#), [Hold](#)



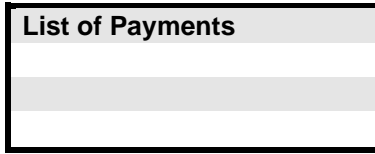
Question : How do I cancel a Payment (in UK Payments)?

Answer : Click on UK Payments > Payments > Payments Tracker in the Main Menu, then complete the following screens.



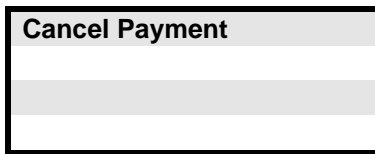
Complete the search parameters to find the **Payment** you want to cancel.

Click on **Retrieve**.



Select the **Payment(s)** that you want to cancel, by ticking the box(es) at the left side of the list.

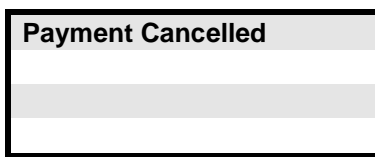
Click on **Cancel**.



Check that the details are correct for the **Payment(s)** that you want to cancel. Click on **Back** if you want to make any changes.

Optionally, you can enter **Remarks**.

Click on **Submit**.



For each Payment that is cancelled you should see a confirmation message and a reference number on this screen.

If any confirmation message is missing, or if you see any error messages, call the **BusinessOnline Help Desk** at 0800 121 4209.

Links to other FAQs

[How do I cancel a Batch of UK Payments?](#)

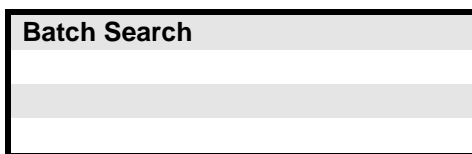
Links to glossary

[Status \(for UK Payments\)](#), [Payment Date Range](#), [Created Date Range](#)



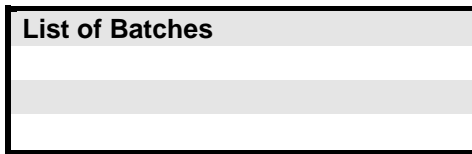
Question : How do I cancel a Batch of UK Payments?

Answer : Click on UK Payments > Batches > Batches Tracker in the Main Menu, then complete the following screens.



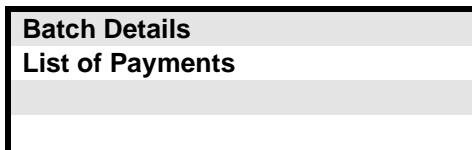
Complete the search parameters to find the **Batch** that you want to cancel.

Click on **Retrieve**.



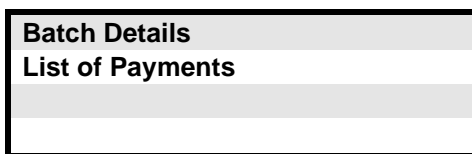
Select the **Batch** that you want to cancel, by clicking on the radio button at the left side of the list.

Click on **Cancel**.



Check that the details are correct for the **Batch** that you want to cancel. Click on **Back** if you want to make any changes.

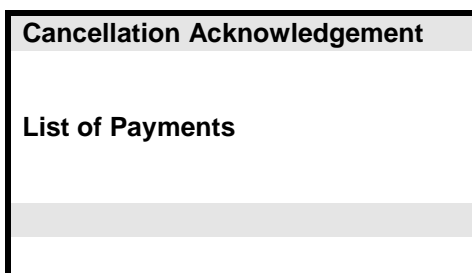
When you are satisfied that the details are correct for the **Batch** that you want to cancel, click on **Cancel Batch**.



Check that the details are correct for the **Batch** that you want to cancel. Click on **Back** if you want to make any changes.

Optionally, you can enter **Remarks**.

Click on **Submit**.



You should see a confirmation message and a reference number on this screen

Note: If the payment cancellation requires to be further approved, any subsequent approvers should select "Approve" to confirm the cancellation.

If the confirmation message is missing, or if you see any error messages, call the **BusinessOnline Help Desk** at 0800 121 4209.

Links to other FAQs

[How do I cancel a Payment \(in UK Payments\)?](#)

Links to glossary

[Status \(for UK Payments\)](#), [Payment Date Range](#), [Created Date Range](#)



Question : How do I approve a Payment (in UK Payments)?

Answer : Click on UK Payments > Approvals > Payments in the Main Menu, then complete the following screens.

Payment Search

Complete the search parameters to find the **Payment(s)** you want to approve.

Click on **Retrieve**.

List of Payments

Select the **Payment(s)** that you want to approve, by ticking the box(es) at the left side of the list.

Click on **Approve**.

List Details
List of Payments
Confirmation Details

Check that the **Payment** information is correct. Click on **Back** if you want to make any changes.

Optionally, you can enter **Remarks** for each **Payment**.

When you are satisfied that the **Payment** details are correct, complete the **Next Approver** field, and enter your authentication details in the **Confirmation Details** section of the screen (*if applicable – see note below*).

Note that BusinessOnline will not prompt for Hold and/or Next Approver and/or Confirmation Details if they are not required.
--

Click on **Submit**.

Approval Acknowledgement

For each **Payment** that is approved successfully you should see a confirmation message and a reference number.

If any confirmation messages are missing, or if you see any error messages, call the **BusinessOnline Help Desk** at 0800 121 4209.

Remember that the Payments may need further approval before they are processed.

Remember that Payments that are held must be released before they are processed.

Links to other FAQs

[How do I approve a Batch of Payments \(in UK Payments\)?](#)
[How do I approve a file of Payments \(in UK Payments\)?](#)

Links to glossary

[Ref ID Range](#), [Approval Reason](#), [Approval Role](#), [Amount Range](#), [Payment Date Range](#), [Created Date Range](#), [Hold](#)

Question : How do I approve a Batch of Payments (in UK Payments)?

Answer : Click on UK Payments > Approvals > Batches in the Main Menu, then complete the following screens.

Batch Search

Complete the search parameters to find the **Batch** you want to approve.

Click on Retrieve.

List of Batches

Select the Batch that you want to approve, by clicking on the radio button at the left side of the list.

Click on **Approve**.

Approve Batch
List of Payments
Confirmation Details

Check that the correct **Batch** has been selected, Click on **Back** if you want to make any changes.

Optionally, you can enter **Remarks**.

When you are satisfied that the **Batch** details are correct, complete the **Hold** and **Next Approver** fields, and enter your authentication details in the **Confirmation Details** section of the screen (*if applicable – see note below*).

Note that BusinessOnline will not prompt for Hold and/or Next Approver and/or Confirmation Details if they are not required.
--

Click on **Submit**.

Approval Acknowledgement
List of Payments

You should see a confirmation message on this screen

If you do not see a confirmation message, or if you see an error message, call the **BusinessOnline Help Desk** at 0800 121 4209.

Remember that the Batch may need further approval before it is processed.

Remember that Batches that are held must be released before they are processed.

Links to other FAQs

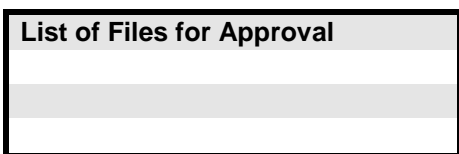
[How do I approve a Payment \(in UK Payments\)?](#)
[How do I approve a file of Payments \(in UK Payments\)?](#)

Links to glossary

[Batch ID Range](#), [Approval Reason](#), [Approval Role](#), [Payment Date Range](#), [Created Date Range](#), [Hold](#)

Question : How do I approve a file of Payments (in UK Payments)?

Answer : Click on UK Payments > EFT Upload > Approvals in the Main Menu, then complete the following screens.



Select the file that you want to approve, by clicking on the radio button at the left side of the list.

Click on **Approve**.



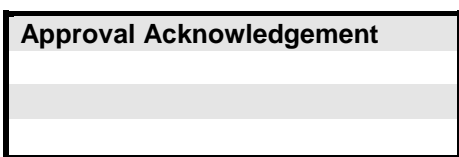
Check that the file details are correct. Click on **Back** if you want to make any changes.

Optionally, you can enter **Remarks**.

When you are satisfied that the file details are correct, complete the **Hold** and **Next Approver** fields, and enter your authentication details in the **Confirmation Details** section of the screen (*if applicable – see note below*).

Note that **BusinessOnline** will not prompt for **Hold** and/or **Next Approver** and/or **Confirmation Details** if they are not required.

Click on **Submit**.



For each file that is approved successfully you should see a confirmation message.

If any confirmation messages are missing, or if you see any error messages, call the **BusinessOnline Help Desk** at 0800 121 4209.

Remember that the file(s) may need further approval before they are processed.

Remember that files that are held must be released before they are processed.

Links to other FAQs

[How do I approve a Payment \(in UK Payments\)?](#)
[How do I approve a Batch of Payments \(in UK Payments\)?](#)

Links to glossary

[Status \(for UK Payments\)](#), [Hold](#)

Question : How do I release a Payment (in UK Payments)?

Answer : Click on UK Payments > Payments > Release Payments in the Main Menu, then complete the following screens.

List of Payments - Release/Cancel

Select the **Payment(s)** that you want to release, by ticking the box(es) at the left side of the list.

Click on **Release**.

List Details
List of Payments - Release
Confirmation Details

Check that the list of **Payments** to be released is correct, Click on **Back** if you want to make any changes.

Optionally, you can enter **Remarks** for each **Payment**.

When you are satisfied that the **Payment** details are correct, enter your authentication details in the **Confirmation Details** section of the screen (*if applicable – see note below*).

Note that BusinessOnline will not prompt for Confirmation Details if they are not required.

Click on **Submit**.

Release Acknowledgement

For each **Payment** that is released you should see a confirmation message on this screen.

If you do not see a confirmation message, or if you see an error message, call the **BusinessOnline Help Desk** at 0800 121 4209.

Links to other FAQs

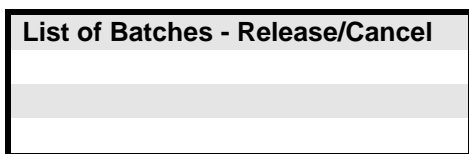
[How do I release a Batch of Payments \(in UK Payments\)?](#)
[How do I release a file of Payments \(in UK Payments\)?](#)

Links to glossary

[Payment Date](#)

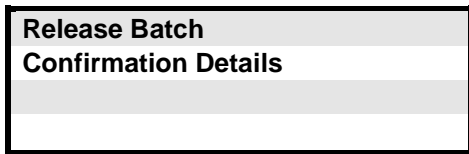
Question : How do I release a Batch of Payments (in UK Payments)?

Answer : Click on UK Payments > Batches > Release Batches in the Main Menu, then complete the following screens.



Select the Batch that you want to release, by clicking on the radio button at the left side of the list.

Click on **Release**.



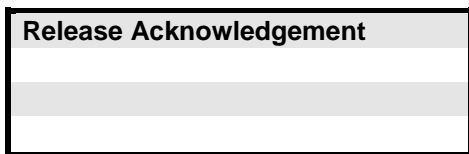
Check that the correct **Batch** has been selected, Click on **Back** if you want to make any changes.

Optionally, you can enter **Remarks**.

When you are satisfied that the **Batch** details are correct, enter your authentication details in the **Confirmation Details** section of the screen (*if applicable – see note below*).

Note that **BusinessOnline** will not prompt for **Confirmation Details** if they are not required.

Click on **Submit**.



You should see a confirmation message on this screen

If you do not see a confirmation message, or if you see an error message, call the **BusinessOnline Help Desk** at 0800 121 4209.

Links to other FAQs

[How do I release a Payment \(in UK Payments\)?](#)

[How do I release a file of Payments \(in UK Payments\)?](#)

Links to glossary

[Payment Date](#)

Question : How do I release a file of Payments (in UK Payments)?

Answer : Click on UK Payments > EFT Upload > Release Files in the Main Menu, then complete the following screens.



Select the file that you want to release, by clicking on the radio button at the left side of the list.

Click on **Release**.



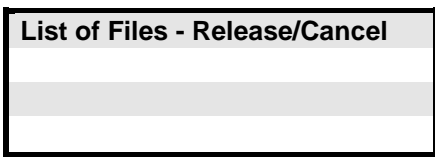
Check that the list of files to be released is correct, Click on **Back** if you want to make any changes.

Optionally, you can enter **Remarks**.

When you are satisfied that the file details are correct, enter your authentication details in the **Confirmation Details** section of the screen (*if applicable – see note below*).

Note that **BusinessOnline** will not prompt for **Confirmation Details** if they are not required.

Click on **Submit**.



You should see a confirmation message on this screen

If you do not see a confirmation message, or if you see an error message, call the **BusinessOnline Help Desk** at 0800 121 4209.

Links to other FAQs

- [How do I release a Payment \(in UK Payments\)?](#)
- [How do I release a Batch of Payments \(in UK Payments\)?](#)

Links to glossary

- [Payment Date](#), [Status \(for UK Payments\)](#)



Question : How do I create a Payment (in International Payments)?

Answer : Click on International Payments > Payments > Create Payment in the Main Menu, then complete the following screens.

Payment Details
Beneficiary Details
Beneficiary Account Details
Beneficiary Bank Details
Additional Details

Complete the **Payment Details**, **Beneficiary Details**, **Beneficiary Account Details**, **Beneficiary Bank Details** and **Additional Details** this screen.

Click on **Confirm**.

Confirm Payment
Confirmation Details

Check that the **Payment** information is correct, Click on **Back** if you want to make any changes.

When you are satisfied that the **Payment** details are correct, complete the **Hold** and **Next Approver** fields, and enter your authentication details in the **Confirmation Details** section of the screen (*if applicable – see note below*).

Note that BusinessOnline will not prompt for Hold and/or Next Approver and/or Confirmation Details if they are not required.
--

Click on **Confirm**.

Payment Acknowledgement

Provided the **Payment** is submitted successfully you should see a confirmation message and a reference number.

If you do not see a confirmation message, or if you see an error message, call the **BusinessOnline Help Desk** at 0800 121 4209.

Remember that the Payment may need further approval before it is processed.

Remember that Payments that are held must be released before they are processed.

Links to other FAQs

[How do I create a Batch of Payments \(in International Payments\)?](#)
[How do I create a list of Payments \(in International Payments\)?](#)

Links to glossary

[Payment Amount](#), [Currency of Amount](#), [Credit Currency](#), [Payment Date](#), [Earliest Value Date](#), [Agreed FX Rate](#), [Indicative FX Rate](#), [Deal Reference](#), [IBAN](#), [Charges](#), [Please check for SEPA](#), [Hold](#)

Question : How do I create a Batch of Payments (in International Payments)?

Answer : Click on International Payments > Batches > Create Batch in the Main Menu, then complete the following screens.

Create Batch
Payment Details
Beneficiary Details
Beneficiary Account Details
Beneficiary Bank Details
Additional Details

Complete the **Create Batch** details, and complete the **Payment Details, Beneficiary Details, Beneficiary Account Details, Beneficiary Bank Details** and **Additional Details** for the first Payment to be added to the **Batch**.

Click on **Add To Batch**.

Create Batch
Payment Details
Beneficiary Details
Beneficiary Account Details
Beneficiary Bank Details
Additional Details
List Of Payments

The **Payment** details will be added in the **List of Payments** section of this screen.

To add another **Payment**, complete the the **Payment Details, Beneficiary Details, Beneficiary Account Details, Beneficiary Bank Details** and **Additional Details**, and click on **Add To Batch**.

You can repeat this process up to a maximum **Batch** size of 749 **Payments**.

When your **Batch** is complete, click on **Confirm**.

Common Batch Details
List of Payments
Confirmation Details

Check that the Common **Batch Details** and **List of Payments** information is correct, Click on **Back** if you want to make any changes.

When you are satisfied that the details are correct, complete the **Hold** and **Next Approver** fields, then enter your authentication details in the **Confirmation Details** section of the screen (*if applicable – see note below*).

Note that **BusinessOnline** will not prompt for **Hold** and/or **Next Approver** and/or **Confirmation Details** if they are not required.

Click on **Submit**.

Batch Acknowledgement
List of Payments

You should see a confirmation message and a reference number on this screen

If you do not see a confirmation message, or if you see an error message, call the **BusinessOnline Help Desk** at 0800 121 4209.

Remember that the **Batch** may need further approval before it is processed.

Remember that **Batches** that are held must be released before they are processed.

Links to other FAQs

[How do I create a Payment \(in International Payments\)?](#)
[How do I create a list of Payments \(in International Payments\)?](#)

Links to glossary

[Payment Amount](#), [Currency of Amount](#), [Credit Currency](#), [Payment Date](#), [Earliest Value Date](#), [Agreed FX Rate](#), [Indicative FX Rate](#), [Deal Reference](#), [IBAN](#), [Charges](#), [Please check for SEPA](#), [Hold](#)

Question : How do I create a list of Payments (in International Payments)?

Answer : Click on International Payments > Payments > Create Payment in the Main Menu, then complete the following screens.

Payment Details
Beneficiary Details
Beneficiary Account Details
Beneficiary Bank Details
Additional Details

Complete the **Payment Details, Beneficiary Details, Beneficiary Account Details, Beneficiary Bank Details and Additional Details** on this screen, for the first **Payment** to be added to the list.

Click on **Add To List**.

Payment Details
Beneficiary Details
Beneficiary Account Details
Beneficiary Bank Details
Additional Details
List Of Payments

The **Payment** details will be added in the **List of Payments** section of this screen. Complete the **Hold** and **Next Approver** Details (*if applicable – see note below*).

To add another **Payment**, complete the details in the **Payment Details, Beneficiary Details, Beneficiary Account Details, Beneficiary Bank Details and Additional Details** sections on this screen and click on **Add to List**, then complete the **Hold** and **Next Approver** details in the **List of Payments** section of the Screen (*if applicable – see note below*).

Note that **BusinessOnline** will not prompt for **Hold** and/or **Next Approver** details if they are not required.

You can repeat this process to add any number of **Payments**.

When your list is complete, click on **Confirm**.

List Details
Confirm Payment
Confirmation Details

Check that the **Payment** information is correct, Click on **Back** if you want to make any changes.

When you are satisfied that the **Payment** details are correct, enter your authentication details in the **Confirmation Details** section of the screen (*if applicable – see note below*).

Note that **BusinessOnline** will not prompt for **Confirmation Details** if they are not required.

Click on **Submit**.

Payments List

For each **Payment** that is submitted successfully you should see a confirmation message and a reference number.

If any confirmation messages are missing, or if you see any error messages, call the **BusinessOnline Help Desk** at 0800 121 4209.

Remember that the Payments may need further approval before they are processed.

Remember that Payments that are held must be released before they are processed.

Links to other FAQs

[How do I create a Payment \(in International Payments\)?](#)
[How do I create a Batch of Payments \(in International Payments\)?](#)

Links to glossary

[Payment Amount](#), [Currency of Amount](#), [Credit Currency](#), [Payment Date](#), [Earliest Value Date](#), [Agreed FX Rate](#), [Indicative FX Rate](#), [Deal Reference](#), [IBAN](#), [Charges](#), [Please check for SEPA](#), [Hold](#)

Question : How do I amend a Payment (in International Payments)?

Answer : Click on International Payments > Payments > Payments Tracker in the Main Menu, then complete the following screens.

Transaction Search

Complete the search parameters to find the **Payment** you want to amend.

Click on **Retrieve**.

List of Payments

Select the **Payment** that you want to amend, by ticking the box at the left side of the list.

Click on **Edit**.

Payment Details
Beneficiary Details
Beneficiary Account Details
Beneficiary Bank Details
Additional Details

Amend the **Payment Details** and/or the **Beneficiary Details** on this screen.

Click on **Confirm**.

Confirm Payment
Confirmation Details

Check that the amended **Payment** information is correct. Click on **Back** if you want to make any changes.

When you are satisfied that the amended **Payment** details are correct, complete the **Hold** and **Next Approver** fields, and enter your authentication details in the **Confirmation Details** section of the screen (*if applicable – see note below*).

Note that BusinessOnline will not prompt for Hold and/or Next Approver and/or Confirmation Details if they are not required.
--

Click on **Confirm**.

Batch Acknowledgement

You should see a confirmation message and a reference number on this screen.

If there is no confirmation message, or if you see an error message, call the **BusinessOnline Help Desk** at 0800 121 4209.

Remember that the amended Payment may need further approval before it is processed.

Remember that Payments that are held must be released before they are processed.

Links to other FAQs

[How do I amend a Payment within a Batch of International Payments?](#)
[How do I amend Batch details for a Batch of International Payments?](#)

Links to glossary

[Status \(for International Payments\)](#), [Currency of Amount](#), [Credit Currency](#), [Payment Date](#), [Earliest Value Date](#), [Agreed FX Rate](#), [Indicative FX Rate](#), [Deal Reference](#), [IBAN](#), [Charges](#), [Please check for SEPA](#), [Hold](#), [Payment Amount](#)

Question : How do I amend a Payment within a Batch of International Payments?

Answer : Click on International Payments > Batches > Batches Tracker in the Main Menu, then complete the following screens.

Batch Search

Complete the search parameters to find the **Batch** containing the **Payment** that you want to amend.

Click on **Retrieve**.

List of Batches

Select the **Batch** containing the **Payment** that you want to amend, by clicking on the radio button at the left side of the list.

Click on **Edit**.

Common Details of Batch
List of Payments

Select the **Payment** that you want to amend, by clicking on the radio button at the left side of the list in the **List of Payments** section of the screen.

Click on **Modify Payment**.

Beneficiary Details
Beneficiary Account Details
Bank Details
Additional Details

Amend the **Payment** details on this screen.

Click on **Update**.

Common Details of Batch
List of Payments

Check that the amended **Payment** information is correct. Click on the **Ref ID** to see additional **Payment** details. Click on **Back** if you want to make any changes.

When you are satisfied that the amended **Payment** details are correct, click on **Confirm**.

Common Batch Details
List of Payments
Confirmation Details

Check that the amended **Payment** information is correct. Click on **Back** if you want to make any changes.

When you are satisfied that the amended **Payment** details are correct, complete the **Hold** and **Next Approver** fields, and enter your authentication details in the **Confirmation Details** section of the screen (*if applicable – see note below*).

Note that BusinessOnline will not prompt for Hold and/or Next Approver and/or Confirmation Details if they are not required.
--

Click on **Submit**.

Batch Acknowledgement
List of Payments

You should see a confirmation message and a **Batch** reference number on this screen.

If there is no confirmation message, or if you see an error message, call the **BusinessOnline Help Desk** at 0800 121 4209.

Remember that the amended Batch may need further approval before it is processed.

Remember that Batches that are held must be released before they are processed.

Links to other FAQs

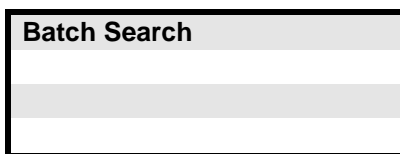
- [How do I amend a Payment \(in International Payments\)?](#)
- [How do I amend Batch details for a Batch of International Payments?](#)

Links to glossary

- [Status \(for International Payments\)](#), [Currency of Amount](#), [Credit Currency](#), [Payment Date](#), [Earliest Value Date](#), [Agreed FX Rate](#), [Indicative FX Rate](#), [Deal Reference](#), [IBAN](#), [Charges](#), [Please check for SEPA](#), [Hold](#), [Payment Amount](#)

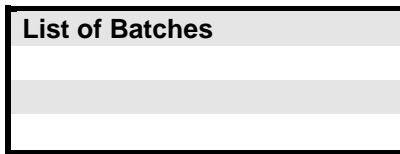
Question : How do I amend Batch details for a Batch of International Payments?

Answer : Click on International Payments > Batches > Batches Tracker in the Main Menu, then complete the following screens.



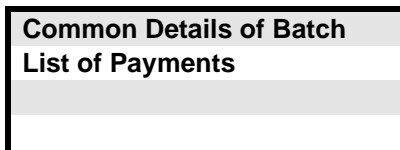
Complete the search parameters to find the **Batch** you want to amend.

Click on **Retrieve**.



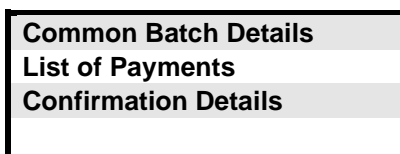
Select the **Batch** that you want to amend, by clicking on the radio button at the left side of the list.

Click on **Edit**.



Amend the details within the **Common Details of Batch** section of the screen,

Click on **Confirm**.

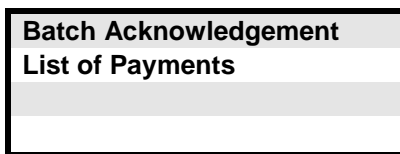


Check that the amended **Common Batch Details** are correct. Click on **Back** if you want to make any changes.

When you are satisfied that the amended **Common Batch Details** are correct, complete the **Hold** and **Next Approver** fields, and enter your authentication details in the **Confirmation Details** section of the screen (*if applicable – see note below*).

Note that **BusinessOnline** will not prompt for **Hold** and/or **Next Approver** and/or **Confirmation Details** if they are not required.

Click on **Submit**.



You should see a confirmation message and a **Batch** reference number on this screen.

If there is no confirmation message, or if you see an error message, call the **BusinessOnline Help Desk** at 0800 121 4209.

Remember that the amended Batch may need further approval before it is processed.

Remember that Batches that are held must be released before they are processed.

Links to other FAQs

[How do I amend a Payment \(in International Payments\)?](#)
[How do I amend a Payment within a Batch of International Payments?](#)

Links to glossary

[Status \(for International Payments\)](#), [Currency of Amount](#), [Credit Currency](#), [Payment Date](#), [Earliest Value Date](#), [Agreed FX Rate](#), [Indicative FX Rate](#), [Deal Reference](#), [IBAN](#), [Charges](#), [Please check for SEPA](#), [Hold](#), [Payment Amount](#)

Question : How do I add a Payment to a Batch of International Payments?

Answer : Click on International Payments > Batches > Batches Tracker in the Main Menu, then complete the following screens.

Note : When you use this procedure to add one or more Payments to a Batch, you Copy the original Batch and then add the Payment(s). This procedure creates a new Batch which includes the additional Payment(s).

Remember to cancel the original batch if it is not to be processed.

Batch Search

Complete the search parameters to find the **Batch** to which you want to add a **Payment**.

Click on **Retrieve**.

List of Batches

Select the **Batch** to which you want to add a **Payment**, by clicking on the radio button at the left side of the list.

Click on **Copy**.

Common Payment Details
Variable Payment Details
Beneficiary Details
Beneficiary Account Details
Beneficiary Bank Details
Additional Details
List of Payments

Complete details of the additional **Payment** in the **Variable Payment Details**, **Beneficiary Account Details**, **Beneficiary Bank Details** and **Additional Details** sections of the screen, then click on **Add to Batch**.

You can repeat this process up to a maximum **Batch** size of 249 **Payments**.

When you have finished adding **Payments**, click on **Confirm**.

Common Batch Details
List of Payments
Confirmation Details

Check that the **Common Batch Details** information and the **List of Payments** details are correct.

Click on **Back** if you want to make any changes.

When you are satisfied that all of the details are correct, complete the **Hold** and **Next Approver** fields, and enter your authentication details in the **Confirmation Details** section of the screen (*if applicable – see note below*).

Note that **BusinessOnline** will not prompt for **Hold** and/or **Next Approver** and/or **Confirmation Details** if they are not required.

Click on **Submit**.

Batch Acknowledgement
List of Payments

You should see a confirmation message and a reference number on this screen.

If there is no confirmation message, or if you see an error message, call the **BusinessOnline Help Desk** at 0800 121 4209.

Remember that the **Batch** may need further approval before it is processed.

Remember that **Batches** that are held must be released before they are processed.

Links to other FAQs

[How do I remove a Payment from a Batch of International Payments?](#)

Links to glossary

[Status \(for International Payments\)](#), [Currency of Amount](#), [Credit Currency](#), [Payment Date](#), [Earliest Value Date](#), [Agreed FX Rate](#), [Indicative FX Rate](#), [Deal Reference](#), [IBAN](#), [Charges](#), [Please check for SEPA](#), [Hold](#), [Payment Amount](#)

Question : How do I remove a Payment from a Batch of International Payments?

Answer : Click on International Payments > Batches > Batches Tracker in the Main Menu, then complete the following screens.

Note : To remove one or more Payments from a Batch, you Copy the original Batch and then remove the Payment(s). This procedure creates a new Batch without the Payment(s) that were removed. Remember to cancel the original batch if it is not to be processed.

Batch Search

Complete the search parameters to find the **Batch** from which you want to remove a **Payment**.

Click on **Retrieve**.

List of Batches

Select the **Batch** from which you want to remove a **Payment**, by clicking on the radio button at the left side of the list.

Click on **Copy**.

Common Payment Details
Variable Payment Details
Beneficiary Details
Beneficiary Account Details
Beneficiary Bank Details
Additional Details
List of Payments

Select the **Payment(s)** that you want to remove, by ticking the box(es) at the left side of the list in the **List of Payments** section of the screen.

When you have selected all of the **Payments** to be removed, click on **Remove Payments**.

Common Payment Details
Variable Payment Details
Beneficiary Details
Beneficiary Account Details
Beneficiary Bank Details
Additional Details
List of Payments

Check that the **Payments** you removed no longer appear in the **List of Payments**.
Click on **Back** if you want to make changes.

When you are satisfied that the correct **Payments** have been removed, click on **Confirm**.

Common Batch Details
List of Payments
Confirmation Details

Check that the **Common Batch Details** information and the **List of Payments** details are correct.
Click on **Back** if you want to make any changes.

When you are satisfied that all of the details are correct, complete the **Hold** and **Next Approver** fields, and enter your authentication details in the **Confirmation Details** section of the screen (*if applicable – see note below*).

Note that **BusinessOnline** will not prompt for **Hold** and/or **Next Approver** and/or **Confirmation Details** if they are not required.

Click on **Submit**.

Batch Acknowledgement
List of Payments

You should see a confirmation message and a **Batch** reference number on this screen.

If there is no confirmation message, or if you see an error message, call the **BusinessOnline** Help Desk at 0800 121 4209.

Remember that the Batch may need further approval before it is processed.

Remember that Batches that are held must be released before they are processed.

Links to other FAQs

[How do I add a Payment to a Batch of International Payments?](#)

Links to glossary

[Status \(for International Payments\)](#), [Currency of Amount](#), [Credit Currency](#), [Payment Date](#), [Earliest Value Date](#), [Agreed FX Rate](#), [Indicative FX Rate](#), [Deal Reference](#), [IBAN](#), [Charges](#), [Please check for SEPA](#), [Hold](#), [Payment Amount](#)

Question : How do I copy a Payment (in International Payments)?

Answer : Click on International Payments > Payments > Payments Tracker in the Main Menu, then complete the following screens.

Note : When you use this procedure to Copy a Payment (whether you make any changes or not), the Copy procedure creates a new Payment in addition to the original one that was copied. Remember to cancel the original Payment if it is not to be processed.

Transaction Search

Complete the search parameters to find the **Payment** you want to copy.

Click on **Retrieve**.

List of Payments

Select the **Payment** that you want to copy, by ticking the box at the left side of the list.

Click on **Copy**.

Payment Details
Beneficiary Details
Beneficiary Account Details
Beneficiary Bank Details
Additional Details

You can amend the **Payment details and/or any of the Beneficiary** details on this screen, or else copy all of them with no amendments.

To proceed, click on **Confirm**.

Confirm Payment
Confirmation Details

Check that the **Payment** information is correct. Click on **Back** if you want to make any changes.

When you are satisfied that the **Payment** details are correct, complete the **Hold** and **Next Approver** fields, and enter your authentication details in the **Confirmation Details** section of the screen (*if applicable – see note below*).

Note that BusinessOnline will not prompt for Hold and/or Next Approver and/or Confirmation Details if they are not required.
--

Click on **Confirm**.

Payment Acknowledgement

You should see a confirmation message and a reference number on this screen.

If there is no confirmation message, or if you see an error message, call the **BusinessOnline Help Desk** at 0800 121 4209.

Remember that the Payment may need further approval before it is processed.

Remember that Payments that are held must be released before they are processed.

Links to other FAQs

[How do I copy a Batch of International Payments?](#)

Links to glossary

[Status \(for International Payments\)](#), [Currency of Amount](#), [Credit Currency](#), [Payment Date](#), [Earliest Value Date](#), [Agreed FX Rate](#), [Indicative FX Rate](#), [Deal Reference](#), [IBAN](#), [Charges](#), [Please check for SEPA](#), [Hold](#), [Payment Amount](#)

Question : How do I copy a Batch of International Payments?

Answer : Click on International Payments > Batches > Batches Tracker in the Main Menu, then complete the following screens.

Note : When you use this procedure to Copy a Batch (whether you make any changes or not), the Copy procedure creates a new Batch in addition to the original one that was copied. Remember to cancel the original Batch if it is not to be processed.

Batch Search

Complete the search parameters to find the **Batch** that you want to copy.

Click on **Retrieve**.

List of Batches

Select the **Batch** that you want to copy, by clicking on the radio button at the left side of the list.

Click on **Copy**.

Common Payment Details
Variable Payment Details
Beneficiary Details
Beneficiary Account Details
Beneficiary Bank Details
Additional Details
List of Payments

You can add or remove **Payments** before you proceed, or you can copy the **Batch** without making any changes.

See the links below for specific guidance about adding or removing **Payments**.

To proceed, click on **Confirm**.

Common Batch Details
List of Payments
Confirmation Details

Check that the **Common Batch Details** information and the **List of Payments** details are correct. Click on **Back** if you want to make any changes.

When you are satisfied that all of the details are correct, complete the **Hold** and **Next Approver** fields, and enter your authentication details in the **Confirmation Details** section of the screen (**if applicable – see note below**).

Note that **BusinessOnline** will not prompt for **Hold** and/or **Next Approver** and/or **Confirmation Details** if they are not required.

Click on **Submit**.

Batch Acknowledgement
List of Payments

You should see a confirmation message and a **Batch** reference number on this screen.

If there is no confirmation message, or if you see an error message, call the **BusinessOnline Help Desk** at 0800 121 4209.

Remember that the Batch may need further approval before it is processed.

Remember that Batches that are held must be released before they are processed.

Links to other FAQs

[How do I add a Payment to a Batch of International Payments?](#)
[How do I remove a Payment from a Batch of International Payments?](#)
[How do I copy a Payment \(in International Payments\)?](#)

Links to glossary

[Status \(for International Payments\)](#), [Currency of Amount](#), [Credit Currency](#), [Payment Date](#), [Earliest Value Date](#), [Agreed FX Rate](#), [Indicative FX Rate](#), [Deal Reference](#), [IBAN](#), [Charges](#), [Please check for SEPA](#), [Hold](#), [Payment Amount](#)



Question : How do I cancel a Batch of International Payments?

Answer : Click on International Payments > Batches > Batches Tracker in the Main Menu, then complete the following screens.

Batch Search

Complete the search parameters to find the **Batch** that you want to cancel.

Click on **Retrieve**.

List of Batches

Select the **Batch** that you want to cancel, by clicking on the radio button at the left side of the list.

Click on **Cancel**.

Batch Details
List of Payments

Check that the details are correct for the **Batch** that you want to cancel. Click on **Back** if you want to make any changes.

When you are satisfied that the details are correct for the **Batch** that you want to cancel, click on **Cancel Batch**.

Batch Details
List of Payments

Check that the details are correct for the **Batch** that you want to cancel. Click on **Back** if you want to make any changes.

Optionally, you can enter **Remarks**.

Click on **Submit**.

Cancellation Acknowledgement
List of Payments

You should see a confirmation message and a **Batch** reference number on this screen

If the confirmation message is missing, or if you see any error messages, call the **BusinessOnline Help Desk** at 0800 121 4209.

Links to other FAQs

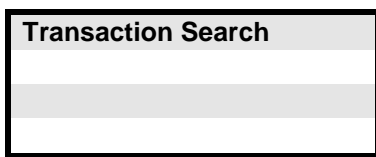
[How do I cancel a Payment \(in International Payments\)?](#)

Links to glossary

[Status \(for International Payments\)](#), [Payment Amount](#), [Credit Currency](#), [Payment Date](#), [Earliest Value Date](#), [Agreed FX Rate](#), [BIC](#), [IBAN](#)

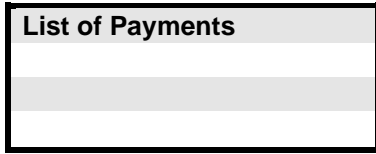
Question : How do I cancel a Payment (in International Payments)?

Answer : Click on International Payments > Payments > Payments Tracker in the Main Menu, then complete the following screens.

A screenshot of the 'Transaction Search' screen. It features a header with the text 'Transaction Search' and two horizontal input fields below it.

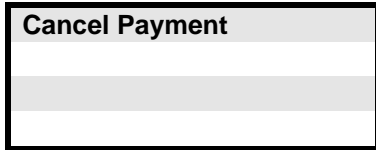
Complete the search parameters to find the **Payment(s)** you want to cancel.

Click on **Retrieve**.

A screenshot of the 'List of Payments' screen. It features a header with the text 'List of Payments' and a list of payment entries below it, each with a small box on the left for selection.

Select the **Payment(s)** that you want to cancel, by ticking the box(es) at the left side of the list.

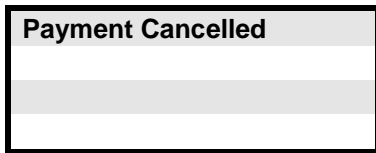
Click on **Cancel**.

A screenshot of the 'Cancel Payment' screen. It features a header with the text 'Cancel Payment' and a form area below it for entering details and remarks.

Check that the details are correct for the **Payment(s)** that you want to cancel. Click on **Back** if you want to make any changes.

Optionally, you can enter **Remarks** for each **Payment**.

Click on **Submit**.

A screenshot of the 'Payment Cancelled' screen. It features a header with the text 'Payment Cancelled' and a confirmation message area below it.

For each **Payment** that is cancelled successfully you should see a confirmation message and a reference number.

If any confirmation messages are missing, or if you see any error messages, call the **BusinessOnline Help Desk** at 0800 121 4209.

Links to other FAQs

[How do I cancel a Batch of International Payments?](#)

Links to glossary

[Status \(for International Payments\)](#), [Payment Amount](#), [Payment Date](#), [BIC](#), [IBAN](#)



Question : How do I approve a Payment (in International Payments)?

Answer : Click on International Payments > Approvals > Payments in the Main Menu, then complete the following screens.

Payment Search

Complete the search parameters to find the **Payment(s)** you want to approve.

Click on **Retrieve**.

List of Payments

Select the **Payment(s)** that you want to approve, by ticking the box(es) at the left side of the list.

Click on **Approve**.

List Details
List of Payments
Confirmation Details

Check that the **Payment** information is correct. Click on **Back** if you want to make any changes.

Optionally, you can enter **Remarks** for each **Payment**.

When you are satisfied that the **Payment** details are correct, complete the **Hold** and **Next Approver** fields, and enter your authentication details in the **Confirmation Details** section of the screen (**if applicable – see note below**).

Note that BusinessOnline will not prompt for Hold and/or Next Approver and/or Confirmation Details if they are not required.
--

Click on **Submit**.

Approval Acknowledgement

For each **Payment** that is approved successfully you should see a confirmation message and a reference number.

If any confirmation messages are missing, or if you see any error messages, call the **BusinessOnline Help Desk** at 0800 121 4209.

Remember that the Payments may need further approval before they are processed.

Remember that Payments that are held must be released before they are processed.

Links to other FAQs

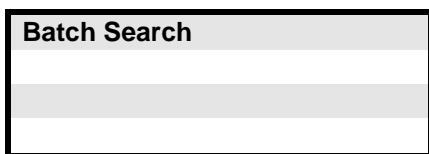
[How do I approve a Batch of Payments \(in International Payments\)?](#)

Links to glossary

[Approval Reason](#), [Approval Role](#), [BIC](#), [IBAN](#), [Payment Amount](#), [Payment Date](#), [Hold](#)

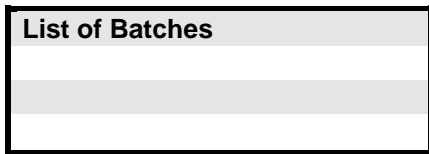
Question : How do I approve a Batch of Payments (in International Payments)?

Answer : Click on International Payments > Approvals > Batches in the Main Menu, then complete the following screens.



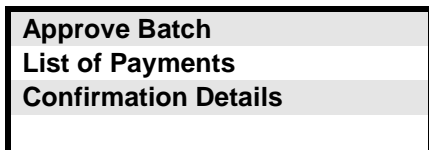
Complete the search parameters to find the **Batch** you want to approve.

Click on Retrieve.



Select the Batch that you want to approve, by clicking on the radio button at the left side of the list.

Click on **Approve**.

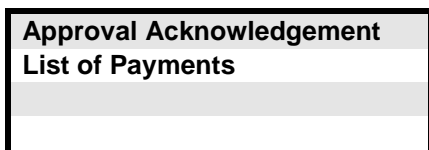


Check that the correct **Batch** has been selected, Click on **Back** if you want to make any changes.

When you are satisfied that the **Batch** details are correct, complete the **Hold** and **Next Approver** fields and enter your authentication details in the **Confirmation Details** section of the screen (*if applicable – see note below*).

Note that **BusinessOnline** will not prompt for **Hold** and/or **Next Approver** and/or **Confirmation Details** if they are not required.

Click on **Submit**.



You should see a confirmation message and a reference number on this screen

If you do not see a confirmation message, or if you see an error message, call the **BusinessOnline Help Desk** at 0800 121 4209.

Remember that the Batch may need further approval before it is processed.

Remember that Batches that are held must be released before they are processed.

Links to other FAQs

[How do I approve a Payment \(in International Payments\)?](#)

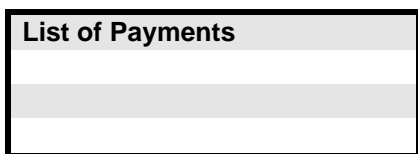
Links to glossary

[Approval Reason](#), [Approval Role](#), [BIC](#), [IBAN](#), [Payment Date](#), [Hold](#), [Payment Amount](#), [Credit Currency](#), [Earliest Value Date](#), [Agreed FX Rate](#)



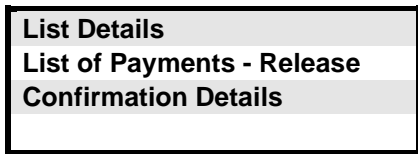
Question : How do I release a Payment (in International Payments)?

Answer : Click on International Payments > Payments > Release Payments in the Main Menu, then complete the following screens.



Select the **Payment(s)** that you want to release, by ticking the box(es) at the left side of the list.

Click on **Release**.



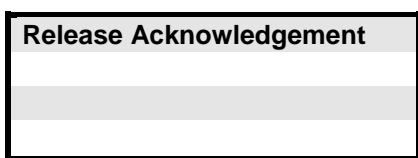
Check that the list of **Payments** to be released is correct, Click on **Back** if you want to make any changes.

Optionally, you can enter **Remarks** for each **Payment**.

When you are satisfied that the **Payment** details are correct, enter your authentication details in the **Confirmation Details** section of the screen (*if applicable – see note below*).

Note that **BusinessOnline** will not prompt for **Confirmation Details** if they are not required.

Click on **Submit**.



You should see a confirmation message on this screen

If you do not see a confirmation message, or if you see an error message, call the **BusinessOnline Help Desk** at 0800 121 4209.

Links to other FAQs

[How do I release a Batch of Payments \(in International Payments\)?](#)

Links to glossary

[Payment Amount](#), [Payment Date](#), [BIC](#), [IBAN](#)



Question : How do I release a Batch of Payments (in International Payments)?

Answer : Click on International Payments > Batches > Release Batches in the Main Menu, then complete the following screens.

List of Batches – Release/Cancel

Select the Batch that you want to release, by clicking on the radio button at the left side of the list.

Click on **Release**.

Release Batch Confirmation Details

Check that the correct **Batch** has been selected, Click on **Back** if you want to make any changes.

Optionally, you can enter **Remarks**.

When you are satisfied that the **Batch** details are correct, enter your authentication details in the **Confirmation Details** section of the screen (*if applicable – see note below*).

Note that BusinessOnline will not prompt for Confirmation Details if they are not required.

Click on **Submit**.

Release Acknowledgement

You should see a confirmation message on this screen

If you do not see a confirmation message, or if you see an error message, call the **BusinessOnline Help Desk** at 0800 121 4209.

Links to other FAQs

[How do I release a Payment \(in International Payments\)?](#)

Links to glossary

[Payment Amount](#), [Payment Date](#)



Question : How do I create a Batch of BACS Payments?

Answer : Click on **BACS Multi Fund Transfers > BACS Multi Fund Transfers > Create BACS** in the Main Menu, then complete the following screens.

Create BACS
Payment Details

Complete the **Create BACS** details, and complete the **Payment Details** for the first **Payment** to be added to the **Batch**.

Click on **Add To Batch**.

Create BACS
Payment Details
List of Payments

The **Payment** details will be added in the **List of Payments** section of this screen.

To add another **Payment**, complete the details in the **Payment Details** section of the screen, and click on **Add to Batch**.

You can repeat this process up to a maximum **Batch** size of 749 **Payments**.

When your **Batch** is complete, click on **Confirm**.

Batch Details
List of Payments
Confirmation Details

Check that the **Batch Details** and **List of Payments** information is correct, Click on **Back** if you want to make any changes.

When you are satisfied that the details are correct, complete the **Hold** and **Next Approver** fields, then enter your authentication details in the **Confirmation Details** section of the screen (*if applicable – see note below*)

Note that **BusinessOnline** will not prompt for **Hold** and/or **Next Approver** and/or **Confirmation Details** if they are not required.

Click on **Submit**.

Batch Acknowledgement
List of Payments

You should see a confirmation message and a reference number on this screen

If you do not see a confirmation message, or if you see an error message, call the **BusinessOnline Help Desk** at 0800 121 4209.

Remember that the Batch may need further approval before it is processed.

Remember that Batches that are held must be released before they are processed.

Links to other FAQs

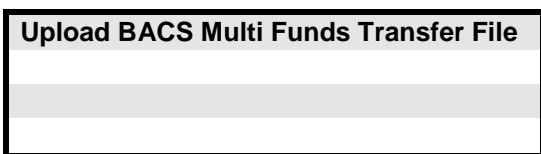
[How do I upload a file of BACS Payments?](#)

Links to glossary

[BACS ID](#), [Release Date](#), [Earliest Value Date](#), [Beneficiary Nickname](#), [Transaction Code](#), [Hold](#)

Question : How do I upload a file of BACS Payments?

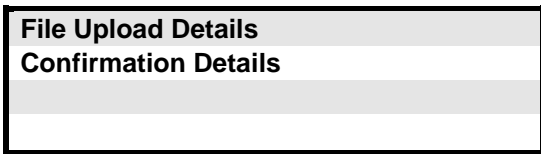
Answer : Click on BACS Multi Fund Transfers > File Upload in the Main Menu, then complete the following screens.



Complete the file details on this screen.

Optionally, you can add **File Remarks**.

Click on **Continue**.



Check that the file details are correct, Click on **Back** if you want to make any changes.

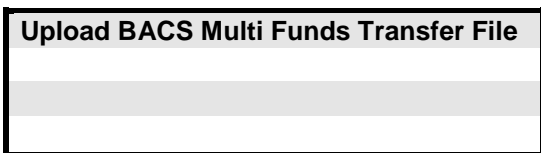
Attach the file to be uploaded by clicking on **Browse**, navigating to the file, highlighting it and clicking on **Open**.

Complete the **Hold** and **Next Approver** fields, and enter your authorisation details in the **Confirmation Details** section of the screen (*if applicable – see note below*).

Note that **BusinessOnline** will not prompt for **Hold** and/or **Next Approver** and/or **Confirmation Details** if they are not required.

Before clicking on **Submit**, check that the **Attach File** field is still populated. If necessary, browse and select the file again.

Click on **Submit**.



You should see a confirmation message and a reference number.

If there is no confirmation message, or if you see an error message, call the **BusinessOnline Help Desk** at 0800 121 4209.

Remember that the file may need further approval before it is processed.

Remember that files that are held must be released before they are processed.

Links to other FAQs

[How do I create a Batch of BACS Payments?](#)
[What file formats can I upload to BusinessOnline?](#)

Links to glossary

[Release Date](#), [Hold](#)

Question : How do I amend a Payment within a Batch of BACS Payments?

Answer : Click on BACS Multi Fund Transfers > BACS Multi Fund Transfers > BACS Tracker in the Main Menu, then complete the following screens.

Complete the search parameters to find the **Batch** containing the **Payment** that you want to amend.

Click on **Retrieve**.

Select the **Batch** containing the **Payment** that you want to amend, by clicking on the radio button at the left side of the list.

Click on **Edit**.

Select the **Payment** that you want to amend, by clicking on the radio button at the left side of the list in the **List of Payments** section of the screen.

Click on **Modify Payment**.

Amend the **Payment** details on this screen.

Click on **Update**.

Check that the amended **Payment** information is correct. Click on the **Ref ID** to see additional **Payment** details. Click on **Back** if you want to make any changes.

When you are satisfied that the amended **Payment** details are correct, click on **Confirm**.

Check that the amended **Payment** information is correct. Click on **Back** if you want to make any changes.

When you are satisfied that the amended **Payment** details are correct, complete the **Hold** and **Next Approver** fields, and enter your authentication details in the **Confirmation Details** section of the screen (*if applicable – see note below*).

Note that **BusinessOnline** will not prompt for **Hold** and/or **Next Approver** and/or **Confirmation Details** if they are not required.

Click on **Submit**.

You should see a confirmation message and a **Batch Id** on this screen.

If there is no confirmation message, or if you see an error message, call the **BusinessOnline Help Desk** at 0800 121 4209.

Remember that the amended Batch may need further approval before it is processed.

Remember that Batches that are held must be released before they are processed.

Links to other FAQs

[How do I amend Batch details for a Batch of BACS Payments?](#)

Links to glossary

[Status \(for BACS\)](#), [BACS ID](#), [Release Date](#), [Earliest Value Date](#), [Beneficiary Nickname](#), [Transaction Code](#), [Hold](#)

Question : How do I amend Batch details for a Batch of BACS Payments?

Answer : Click on BACS Multi Fund Transfers > BACS Multi Fund Transfers > BACS Tracker in the Main Menu, then complete the following screens.

Batch Search

Complete the search parameters to find the **Batch** you want to amend.

Click on **Retrieve**.

List of Batches

Select the **Batch** that you want to amend, by clicking on the radio button at the left side of the list.

Click on **Edit**.

Edit Batch
List of Payments

Amend the **Batch** details within the **Edit Batch** section of the screen,

Click on **Confirm**.

Batch Details
List of Payments
Confirmation Details

Check that the amended **Batch Details** are correct. Click on **Back** if you want to make any changes.

When you are satisfied that the amended **Batch Details** are correct, complete the **Hold** and **Next Approver** fields, and enter your authentication details in the **Confirmation Details** section of the screen (*if applicable – see note below*).

Note that BusinessOnline will not prompt for Hold and/or Next Approver and/or Confirmation Details if they are not required.
--

Click on **Submit**.

Batch Acknowledgement
List of Payments

You should see a confirmation message and a **Batch Id** on this screen.

If there is no confirmation message, or if you see an error message, call the **BusinessOnline Help Desk** at 0800 121 4209.

Remember that the amended Batch may need further approval before it is processed.

Remember that Batches that are held must be released before they are processed.

Links to other FAQs

[How do I amend a Payment within a Batch of BACS Payments?](#)

Links to glossary

[Status \(for BACS\)](#), [BACS ID](#), [Release Date](#), [Earliest Value Date](#), [Beneficiary Nickname](#), [Transaction Code](#), [Hold](#)

Question : How do I add a Payment to a Batch of BACS Payments?

Answer : Click on BACS Multi Fund Transfers > BACS Multi Fund Transfers > BACS Tracker in the Main Menu, then complete the following screens.

Note : When you use this procedure to add one or more Payments to a Batch, you Copy the original Batch and then add the Payment(s). This procedure creates a new Batch which includes the additional Payment(s).

Remember to cancel the original batch if it is not to be processed.

Batch Search

Complete the search parameters to find the **Batch** to which you want to add a **Payment**.

Click on **Retrieve**.

List of Batches

Select the **Batch** to which you want to add a **Payment**, by clicking on the radio button at the left side of the list.

Click on **Copy**.

Batch Details
Payment Details
Payment Details

Complete details of the additional **Payment** in the (higher) **Payment Details** section of the screen, then click on **Add to Batch**.

You can repeat this process up to a maximum Batch size of 749 **Payments**.

When you have finished adding **Payments**, click on **Confirm**.

Batch Details
List of Payments
Confirmation Details

Check that the **Batch Details** information and the **List of Payments** details are correct.

Click on **Back** if you want to make any changes.

When you are satisfied that all of the details are correct, complete the **Hold** and **Next Approver** fields, and enter your authentication details in the **Confirmation Details** section of the screen (*if applicable – see note below*)

Note that BusinessOnline will not prompt for Hold and/or Next Approver and/or Confirmation Details if they are not required.
--

Click on **Submit**.

Batch Acknowledgement
List of Payments

You should see a confirmation message and a **Batch Id** on this screen.

If there is no confirmation message, or if you see an error message, call the **BusinessOnline Help Desk** at 0800 121 4209.

Remember that the Batch may need further approval before it is processed.

Remember that Batches that are held must be released before they are processed.

Links to other FAQs

[How do I remove a Payment from a Batch of BACS Payments?](#)

Links to glossary

[Status \(for BACS\)](#), [BACS ID](#), [Release Date](#), [Earliest Value Date](#), [Beneficiary Nickname](#), [Transaction Code](#), [Hold](#)

Question : How do I remove a Payment from a Batch of BACS Payments?

Answer : Click on BACS Multi Fund Transfers > BACS Multi Fund Transfers > BACS Tracker in the Main Menu, then complete the following screens.

Note : When you use this procedure to remove one or more Payments from a Batch, you Copy the original Batch and then remove the Payment(s). This procedure creates a new Batch without the Payments that were removed.
Remember to cancel the original Batch if it is not to be processed.

Batch Search

Complete the search parameters to find the **Batch** from which you want to remove a **Payment**.

Click on **Retrieve**.

List of Batches

Select the **Batch** from which you want to remove a **Payment**, by clicking on the radio button at the left side of the list.

Click on **Copy**.

Batch Details
Payment Details
Payment Details

Select the **Payment(s)** that you want to remove, by ticking the box(es) at the left side of the list in the (lower) **Payment Details** section of the screen.

When you have selected all of the **Payments** to be removed, click on **Remove Payments**.

Batch Details
Payment Details
Payment Details

Check that the **Payments** you removed no longer appear in the (lower) **Payment Details** list.
Click on **Back** if you want to make changes.

When you are satisfied that the correct **Payments** have been removed, click on **Confirm**.

Batch Details
List of Payments
Confirmation Details

Check that the **Batch Details** information and the **List of Payments** details are correct.
Click on **Back** if you want to make any changes.

When you are satisfied that all of the details are correct, complete the **Hold** and **Next Approver** fields, and enter your authentication details in the **Confirmation Details** section of the screen (*if applicable – see note below*).

Note that BusinessOnline will not prompt for Hold and/or Next Approver and/or Confirmation Details if they are not required.
--

Click on **Submit**.

Batch Acknowledgement
List of Payments

You should see a confirmation message and a **Batch Id** on this screen.

If there is no confirmation message, or if you see an error message, call the **BusinessOnline Help Desk** at 0800 121 4209.

Remember that the Batch may need further approval before it is processed.

Remember that Batches that are held must be released before they are processed.

Links to other FAQs

[How do I add a Payment to a Batch of BACS Payments?](#)

Links to glossary

[Status \(for BACS\)](#), [BACS ID](#), [Release Date](#), [Earliest Value Date](#), [Beneficiary Nickname](#), [Transaction Code](#), [Hold](#)



Question : How do I copy a Batch of BACS Payments?

Answer : Click on **BACS Multi Fund Transfers > BACS Multi Fund Transfers > BACS Tracker** in the Main Menu, then complete the following screens.

Note : When you use this procedure to Copy a Batch (whether you make any changes or not), the Copy procedure creates a new Batch in addition to the original one that was copied. Remember to cancel the original batch if it is not to be processed.

Batch Search

Complete the search parameters to find the **Batch** that you want to copy.

Click on **Retrieve**.

List of Batches

Select the **Batch** that you want to copy, by clicking on the radio button at the left side of the list.

Click on **Copy**.

Batch Details
Payment Details
Payment Details

You can add or remove **Payments** before you proceed, or you can copy the **Batch** without making any changes.

See the links below for specific guidance about adding or removing **Payments**.

To proceed, click on **Confirm**.

Batch Details
List of Payments
Confirmation Details

Check that the **Batch Details** information and the **List of Payments** details are correct.

Click on **Back** if you want to make any changes.

When you are satisfied that all of the details are correct, complete the **Hold** and **Next Approver** fields, and enter your authentication details in the **Confirmation Details** section of the screen (*if applicable – see note below*).

Note that BusinessOnline will not prompt for Hold and/or Next Approver and/or Confirmation Details if they are not required.
--

Click on **Submit**.

Batch Acknowledgement
List of Payments

You should see a confirmation message and a **Batch Id** on this screen.

If there is no confirmation message, or if you see an error message, call the **BusinessOnline Help Desk** at 0800 121 4209.

Remember that the Batch may need further approval before it is processed.

Remember that Batches that are held must be released before they are processed.

Links to other FAQs

[How do I add a Payment to a Batch of BACS Payments?](#)
[How do I remove a Payment from a Batch of BACS Payments?](#)
[How do I cancel a Batch of BACS Payments?](#)

Links to glossary

[Status \(for BACS\)](#), [BACS ID](#), [Release Date](#), [Earliest Value Date](#),
[Transaction Code](#), [Hold](#)

Question : How do I cancel a Batch of BACS Payments?

Answer : Click on BACS Multi Fund Transfers > BACS Multi Fund Transfers > BACS Tracker in the Main Menu, then complete the following screens.

Batch Search

Complete the search parameters to find the **Batch** that you want to cancel.

Click on **Retrieve**.

List of Batches

Select the **Batch** that you want to cancel, by clicking on the radio button at the left side of the list.

Click on **Cancel**.

Cancel Batch
List of Payments

Check that the details are correct for the **Batch** that you want to cancel. Click on **Back** if you want to make any changes.

When you are satisfied that the details are correct for the **Batch** that you want to cancel, click on **Cancel Batch**.

Batch Details
List of Payments

Check that the details are correct for the **Batch** that you want to cancel. Click on **Back** if you want to make any changes.

Click on **Submit**.

Cancellation Acknowledgement
List of Payments

You should see a confirmation message on this screen

If the confirmation message is missing, or if you see any error messages, call the **BusinessOnline Help Desk** at 0800 121 4209.

Links to other FAQs

[How do I copy a Batch of BACS Payments?](#)

Links to glossary

[Status \(for BACS\)](#), [BACS ID](#), [Release Date](#), [Earliest Value Date](#), [Transaction Code](#)

Question : How do I approve a Batch of BACS Payments?

Answer : Click on **BACS Multi Fund Transfers > Approvals > Batches** in the Main Menu, then complete the following screens.

Batch Search

Complete the search parameters to find the **Batch** you want to approve.

Click on **Retrieve**.

List of Batches

Select the Batch that you want to approve, by clicking on the radio button at the left side of the list.

Click on **Approve**.

Approve Batch
List of Payments
Confirmation Details

Check that the correct **Batch** has been selected, Click on **Back** if you want to make any changes.

Optionally, you can enter **Remarks**.

When you are satisfied that the **Batch** details are correct, complete the **Hold** and **Next Approver** fields, and enter your authentication details in the **Confirmation Details** section of the screen (*if applicable – see note below*).

Note that BusinessOnline will not prompt for Hold and/or Next Approver and/or Confirmation Details if they are not required.
--

Click on **Submit**.

Approval Acknowledgement
List of Payments

You should see a confirmation message and a reference number on this screen

If you do not see a confirmation message, or if you see an error message, call the **BusinessOnline Help Desk** at 0800 121 4209.

Remember that the Batch may need further approval before it is processed.

Remember that Batches that are held must be released before they are processed.

Links to other FAQs

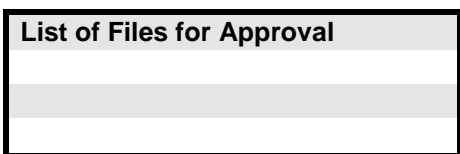
[How do I approve a file of BACS Payments?](#)

Links to glossary

[Approval Reason](#), [Approval Role](#), [Release Date](#), [Earliest Value Date](#), [BACS ID](#), [Hold](#)

Question : How do I approve a file of BACS Payments?

Answer : Click on **BACS Multi Fund Transfers > Approvals > Approvals** in the Main Menu, then complete the following screens.



Select the file that you want to approve, by clicking on the radio button at the left side of the list.

Click on **Approve**.



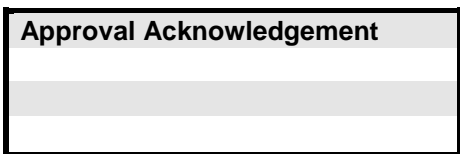
Check that the file details are correct.
Click on **Back** if you want to make any changes.

Optionally, you can enter **Remarks**.

When you are satisfied that the file details are correct, Complete the **Hold** and **Next Approver** fields, and enter your authentication details in the **Confirmation Details** section of the screen (*if applicable – see note below*).

Note that **BusinessOnline** will not prompt for **Hold** and/or **Next Approver** and/or **Confirmation Details** if they are not required.

Click on **Submit**.



You should see a confirmation message on this screen.

If the confirmation message is missing, or if you see any error messages, call the **BusinessOnline Help Desk** at 0800 121 4209.

Remember that the file may need further approval before it is processed.

Remember that files that are held must be released before they are processed.

Links to other FAQs

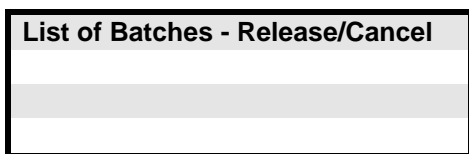
[How do I approve a Batch of BACS Payments?](#)

Links to glossary

[Status \(for BACS\)](#), [Release Date](#), [Earliest Value Date](#), [Hold](#)

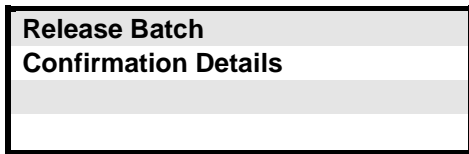
Question : How do I release a Batch of BACS Payments?

Answer : Click on **BACS Multi Fund Transfers > BACS Multi Fund Transfers > Release BACS** in the Main Menu, then complete the following screens.



Select the Batch that you want to release, by clicking on the radio button at the left side of the list.

Click on **Release**.



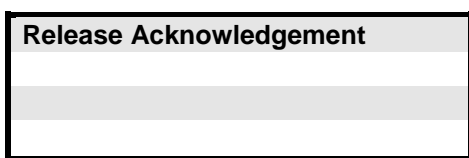
Check that the correct **Batch** has been selected, Click on **Back** if you want to make any changes.

Optionally, you can enter **Remarks**.

When you are satisfied that the **Batch** details are correct, enter your authentication details in the **Confirmation Details** section of the screen (*if applicable – see note below*).

Note that **BusinessOnline** will not prompt for **Confirmation Details** if they are not required.

Click on **Submit**.



You should see a confirmation message on this screen

If you do not see a confirmation message, or if you see an error message, call the **BusinessOnline Help Desk** at 0800 121 4209.

Links to other FAQs

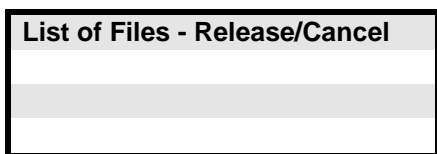
[How do I release a file of BACS Payments?](#)

Links to glossary

[Release Date](#)

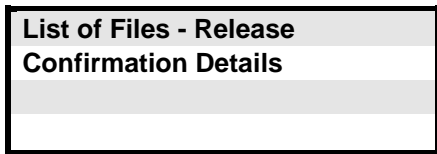
Question : How do I release a file of BACS Payments?

Answer : Click on **BACS Multi Fund Transfers > Release Files** in the Main Menu, then complete the following screens.



Select the file that you want to release, by clicking on the radio button at the left side of the list.

Click on **Release**.



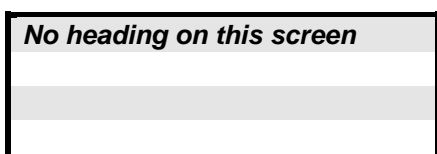
Check that the list of files to be released is correct, Click on **Back** if you want to make any changes.

Optionally, you can enter **Remarks**.

When you are satisfied that the file details are correct, enter your authentication details in the **Confirmation Details** section of the screen (*if applicable – see note below*).

Note that **BusinessOnline** will not prompt for **Confirmation Details** if they are not required.

Click on **Submit**.



You should see a confirmation message on this screen

If you do not see a confirmation message, or if you see an error message, call the **BusinessOnline Help Desk** at 0800 121 4209.

Links to other FAQs

[How do I release a Batch of BACS Payments?](#)

Links to glossary

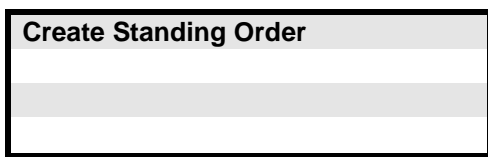
[Status \(for BACS\)](#), [Release Date](#), [Earliest Value Date](#)



Question : How do I create a Standing Order?

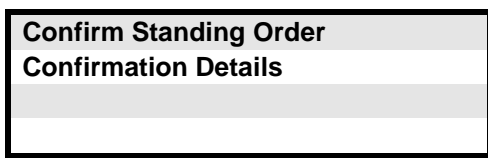
A Standing Order can be created up to 3 Business Banking Days before the payment is due to be taken from your account.

Answer : Click on Standing Orders > Standing Orders > Create Standing Orders in the Main Menu, then complete the following screens.



Complete the **From Account, Beneficiary** and payment details on this screen.

Click on **Confirm**.

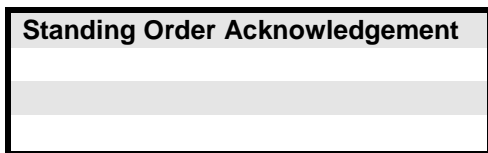


Check that the **Standing Order** information is correct, Click on **Back** if you want to make any changes.

When you are satisfied that the **Standing Order** details are correct, complete the **Hold** and **Next Approver** fields, and enter your authentication details in the **Confirmation Details** section of the screen (*if applicable – see note below*).

Note that **BusinessOnline** will not prompt for **Hold** and/or **Next Approver** and/or **Confirmation Details** if they are not required.

Click on **Submit**.



Provided the **Standing Order** is submitted successfully you should see a confirmation message and a reference number.

If you do not see a confirmation message, or if you see an error message, call the **BusinessOnline Help Desk** at 0800 121 4209.

Remember that the Standing Order may need further approval before it is processed.

Remember that Standing Orders that are held must be released before they are processed.

Links to other FAQs

- [How do I amend a Standing Order?](#)
- [How do I copy a Standing Order?](#)
- [How do I cancel a Standing Order?](#)

Links to glossary

- [First Payment Amount](#), [Regular Payment Amount](#), [Final Payment Amount](#), [Until Further Notice](#), [Frequency](#), [Number of Instalments](#), [Hold](#)
-
- 

Question: How do I amend a Standing Order?

Answer: A Standing Order payment cannot be amended. If any of the details for a Standing Order payment are incorrect please follow these steps to [cancel](#) the Standing Order payment and then “create” a new Standing Order payment with the required details.

Links to other FAQs

[How do I create a Standing Order?](#)
[How do I copy a Standing Order?](#)
[How do I cancel a Standing Order?](#)

Links to glossary

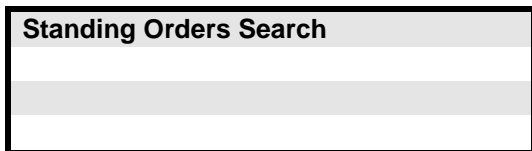
[Status \(for Standing Orders\)](#), [First Payment Amount](#), [Regular Payment Amount](#), [Final Payment Amount](#), [Until Further Notice](#), [Frequency](#), [Number of Instalments](#), [Hold](#)



Question : How do I copy a Standing Order?

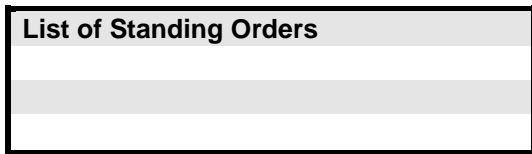
Answer : Click on Standing Orders > Standing Orders > Standing Orders Tracker in the Main Menu, then complete the following screens.

Note : When you use this procedure to Copy a Standing Order (whether you make any changes or not), the Copy procedure creates a new Standing Order in addition to the original one that was copied. Remember to cancel the original Standing Order if it is not to be processed.

A screenshot of the 'Standing Orders Search' screen. It features a header with the title 'Standing Orders Search' and a large, empty rectangular area below it, intended for search parameters.

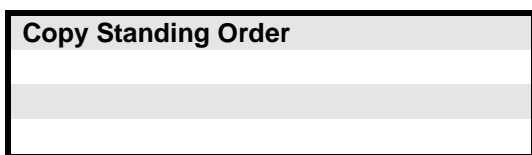
Complete the search parameters to find the **Standing Order** that you want to copy.

Click on **Retrieve**.

A screenshot of the 'List of Standing Orders' screen. It shows a header with the title 'List of Standing Orders' and a table area with several rows, each containing a checkbox on the left side for selection.

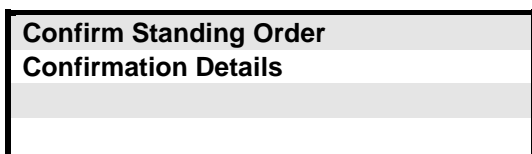
Select the **Standing Order** that you want to copy, by ticking the box at the left side of the list.

Click on **Copy**.

A screenshot of the 'Copy Standing Order' screen. It has a header with the title 'Copy Standing Order' and a large area for editing or confirming the details of the copied standing order.

You can amend the **Standing Order** details on this screen, or else copy all of them with no amendments.

Click on **Confirm**.

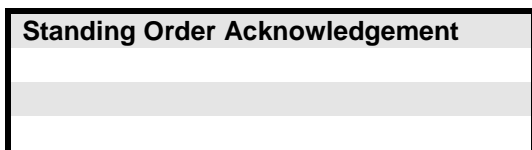
A screenshot of the 'Confirm Standing Order Confirmation Details' screen. It displays a header with the title and a section for reviewing and confirming the details of the standing order before final submission.

Check that the **Standing Order** information is correct. Click on **Back** if you want to make any changes.

When you are satisfied that the **Standing Order** details are correct, complete the **Hold** and **Next Approver** fields, and enter your authentication details in the **Confirmation Details** section of the screen (*if applicable – see note below*).

Note that **BusinessOnline** will not prompt for **Hold** and/or **Next Approver** and/or **Confirmation Details** if they are not required.

Click on **Submit**.

A screenshot of the 'Standing Order Acknowledgement' screen. It shows a header with the title and a confirmation message area, typically displaying a reference number and a success message.

You should see a confirmation message and a reference number on this screen.

If there is no confirmation message, or if you see an error message, call the **BusinessOnline Help Desk** at 0800 121 4209

Remember that the Standing Order may need further approval before it is processed.

Remember that Standing Orders that are held must be released before they are processed.

Links to other FAQs

[How do I create a Standing Order?](#)
[How do I amend a Standing Order?](#)
[How do I cancel a Standing Order?](#)

Links to glossary

[Status \(for Standing Orders\)](#), [First Payment Amount](#), [Regular Payment Amount](#), [Final Payment Amount](#), [Until Further Notice](#), [Frequency](#), [Number of Instalments](#), [Hold](#)

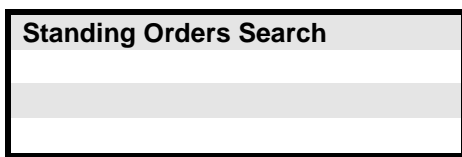


Question: How do I cancel a Newly Created Standing Order?

NB: Click [here](#) to cancel an Existing Standing Order.

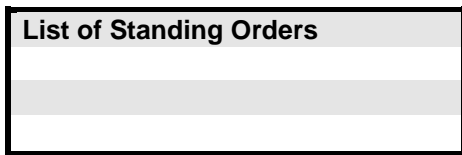
Standing Orders can be cancelled up to 4pm on the Business Banking Day before the due date. Any payments cancelled after this time may still be paid.

Answer : Click on Standing Orders > Standing Orders > Standing Orders Tracker in the Main Menu, then complete the following screens.



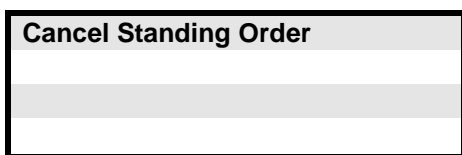
Complete the search parameters to find the **Standing Order** that you want to cancel.

Click on **Retrieve**.



Select the **Standing Order(s)** that you want to cancel, by ticking the box(es) at the left side of the list.

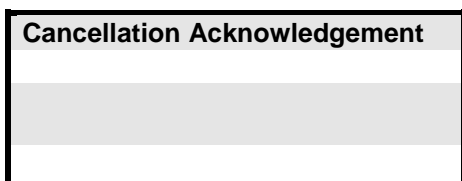
Click on **Cancel**.



Check that the details are correct for the **Standing Order(s)** that you want to cancel.
Click on **Back** if you want to make any changes.

Optionally, you can enter **Remarks**.

When you are satisfied that the details are correct for the **Standing Order(s)** that you want to cancel, click on **Submit**.



You should see a confirmation message on this screen.


If there is no confirmation message, or if you see an error message, Call the **BusinessOnline Help Desk** on 0800 121 4209

Links to other FAQs

[How do I create a Standing Order?](#)
[How do I amend a Standing Order?](#)
[How do I copy a Standing Order?](#)

Links to glossary

[Status \(for Standing Orders\)](#), [First Payment Amount](#), [Regular Payment Amount](#), [Final Payment Amount](#), [Until Further Notice](#), [Frequency](#), [Number of Instalments](#)

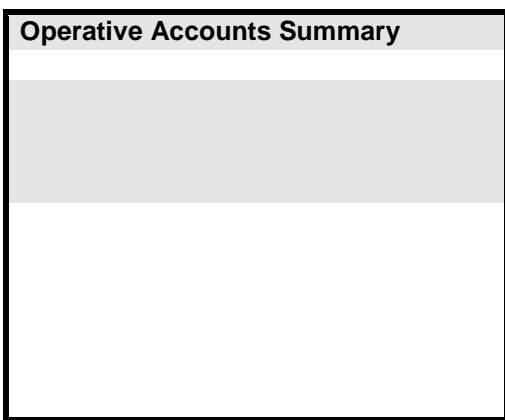


Question: How do I cancel an Existing Standing Order?

NB: Click [here](#) to cancel a Newly Created Standing Order.

Standing Orders can be cancelled up to 4pm on the Business Banking Day before the due date. Any payments cancelled after this time may still be paid.

Answer : Click on Accounts Information > Operative Accounts in the Main Menu, then complete the following screens.

A screenshot of the 'Operative Accounts Summary' screen. The title 'Operative Accounts Summary' is at the top. Below it is a large empty rectangular area, likely representing a list of accounts that has been redacted or is a placeholder.

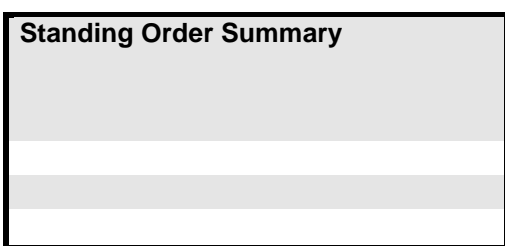
This screen displays a list of **Operative** accounts.

Optionally you can filter the list by selecting a specific **Subsidiary** or **Division** from the drop down menu near to the top of the screen, or by keying details of your target account into the **Account Search** field and clicking on **Retrieve**.

Select the **Account** for the **Standing Order** you want to cancel, by clicking on the radio button at the left side of the list.

Select **Standing Orders** from the drop down menu labelled **More Actions**

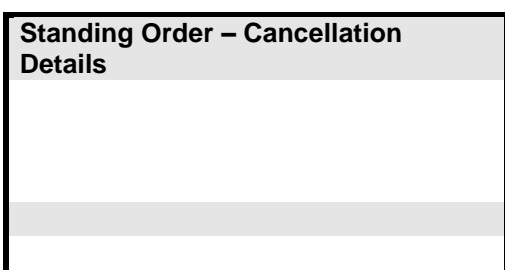
At the bottom of the screen then, click on **GO**.

A screenshot of the 'Standing Order Summary' screen. The title 'Standing Order Summary' is at the top. Below it is a large empty rectangular area, likely representing a list of standing orders that has been redacted or is a placeholder.

This screen displays a list of **Standing Orders**.

Select the **Standing Order** that you want to cancel, by clicking on the radio button at the left side of the list.

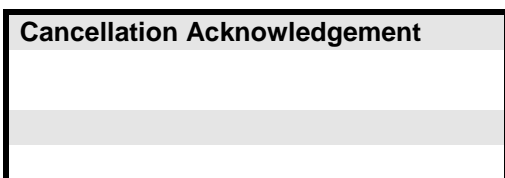
Click on **Cancel Standing Order**.

A screenshot of the 'Standing Order - Cancellation Details' screen. The title 'Standing Order - Cancellation Details' is at the top. Below it is a large empty rectangular area, likely representing a form for entering cancellation details that has been redacted or is a placeholder.

Check that the details are correct for the **Standing Order** that you want to cancel. Click on back if you want to make any changes.

When you are satisfied that the details are correct for the **Standing Order** that you want to cancel,

Click on **Submit**.

A screenshot of the 'Cancellation Acknowledgement' screen. The title 'Cancellation Acknowledgement' is at the top. Below it is a large empty rectangular area, likely representing a confirmation message that has been redacted or is a placeholder.

You should see a confirmation message on this screen.

If there is no confirmation message, or if you see an error message, call the **BusinessOnline Help Desk** at 0800 121 4209.

Links to other FAQs

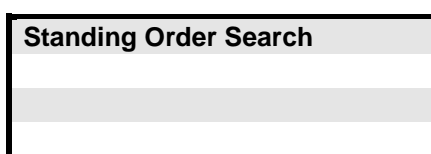
[How do I create a Standing Order?](#)
[How do I amend a Standing Order?](#)
[How do I copy a Standing Order?](#)

Links to glossary

[Status \(for Standing Orders\)](#), [First Payment Amount](#), [Regular Payment Amount](#),
[Final Payment Amount](#), [Until Further Notice](#), [Frequency](#), [Number of Instalments](#)

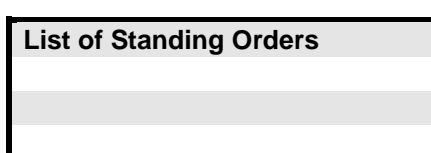
Question : How do I approve a Standing Order?

Answer : Click on Standing Orders > Approvals > Standing Orders in the Main Menu, then complete the following screens.

A screenshot of the 'Standing Order Search' screen. The title 'Standing Order Search' is at the top. Below it is a large empty rectangular area, likely representing a search form that has been redacted or is a placeholder.

Complete the search parameters to find the **Standing Order(s)** you want to approve.

Click on **Retrieve**.

A screenshot of the 'List of Standing Orders' screen. The title 'List of Standing Orders' is at the top. Below it is a large empty rectangular area, likely representing a list of standing orders that has been redacted or is a placeholder.

Select the **Standing Order(s)** that you want to approve, by ticking the box(es) at the left side of the list.

Click on **Approve**.

**Approve Standing Orders
Confirmation Details**

Check that the **Standing Order** information is correct.
Click on **Back** if you want to make any changes.

Optionally, you can enter **Remarks** for each **Standing Order**.

When you are satisfied that the **Standing Order** details are correct, complete the **Next Approver** field if applicable, and enter your authentication details in the **Confirmation Details** section of the screen (*if applicable – see note below*).

Note that **BusinessOnline** will not prompt for **Hold** and/or **Next Approver** and/or **Confirmation Details** if they are not required.

Click on **Submit**.

Approval Acknowledgement

For each Standing Order that is approved successfully you should see a confirmation message and a reference number.

If any confirmation messages are missing, or if you see any error messages, call the **BusinessOnline Help Desk** at 0800 121 4209.

Remember that the Standing Order(s) may need further approval before they are processed.

Remember that Standing Orders that are held must be released before they are processed.

Links to other FAQs

[How do I release a Standing Order?](#)

Links to glossary

[Approval Reason](#), [Approval Role](#), [First Payment Amount](#), [Regular Payment Amount](#), [Final Payment Amount](#), [Until Further Notice](#), [Frequency](#), [Number of Instalments](#)

Question : How do I release a Standing Order?

Answer : Click on Standing Orders > Standing Orders > Release Standing Orders in the Main Menu, then complete the following screens.

List of Standing Orders - Release/Cancel

Select the **Standing Order(s)** that you want to release, by ticking the box(es) at the left side of the list.

Click on **Release**.

List Details
Release Standing Orders
Confirmation Details

Check that the list of **Standing Orders** to be released is correct. Click on **Back** if you want to make any changes.

Optionally, you can enter **Remarks** for each **Standing Order**.

When you are satisfied that the **Standing Order** details are correct, enter your authentication details in the **Confirmation Details** section of the screen (*if applicable – see note below*).

Note that BusinessOnline will not prompt for Confirmation Details if they are not required.

Click on **Submit**.

Release Acknowledgement

You should see a confirmation message on this screen

If you do not see a confirmation message, or if you see an error message, call the **BusinessOnline Help Desk** at 0800 121 4209.

Links to other FAQs

[How do I approve a Standing Order?](#)

Links to glossary

[First Payment Date](#), [Regular Payment Amount](#), [Frequency](#)

Question : How do I create a Beneficiary?

Answer : Click on **Beneficiary Maintenance > Create Beneficiary** in the Main Menu, then complete the following screens.

Create Beneficiary
Account and Payment Details
Additional Details

Select the **Beneficiary Type** from the drop down menu in the **Create Beneficiary** section of the screen, then complete the details in the **Account and Payment Details** and **Additional Details** sections.

Click on **Create**.

Confirm Beneficiary Details
Account and Payment Details
Additional Details

Check that the **Beneficiary** information is correct, Click on **Back** if you want to make any changes.

When you are satisfied that the **Beneficiary** details are correct, click on **Submit**.

Beneficiary Details
Account and Payment Details
Additional Details

Provided the **Beneficiary** is added successfully you should see a confirmation message and a reference number.

If you do not see a confirmation message, or if you see an error message, call the **BusinessOnline Help Desk** at 0800 121 4209.

Links to other FAQs

[How do I upload a file of Beneficiaries?](#)

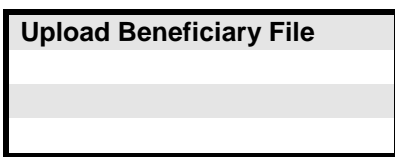
[How do I delete a Beneficiary?](#)

Links to glossary

[Beneficiary Type](#), [Sort Code](#), [BIC](#), [IBAN](#)

Question : How do I upload a file of Beneficiaries?

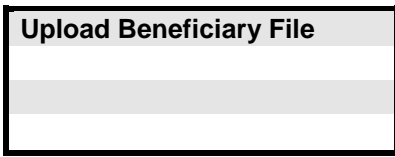
Answer : Click on Beneficiary Maintenance > Beneficiary Upload > Upload in the Main Menu, then complete the following screens.



Complete the file details on this screen.

Optionally, you can add **File Remarks**.

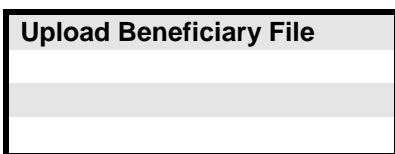
Click on **Continue**.



Check that the file details are correct, Click on **Back** if you want to make any changes.

Attach the file to be uploaded by clicking on **Browse**, navigating to the file, highlighting it and clicking on **Open**.

When you have specified the file to be uploaded, click on **Upload**.



You should see a confirmation message and a reference number on this screen.

If there is no confirmation message, or if you see an error message, call the **BusinessOnline Help Desk** at 0800 121 4209.

Links to other FAQs

[How do I create a Beneficiary?](#)

Links to glossary



Question : How do I view details of a Beneficiary?

Answer : Click on **Beneficiary Maintenance > Search Beneficiary** in the Main Menu, then complete the following screens.

Search Beneficiary

Complete the search parameters to find the **Beneficiary** that you want to view.

Click on Retrieve.

List of Beneficiaries

Click on the **Ben.ID** for the Beneficiary that you want to view.

Beneficiary Details
Account and Payment details
Additional Details

The **Beneficiary** details are displayed on this screen.

Links to other FAQs

[How do I view details of a file of Beneficiaries?](#)

Links to glossary

[Ben ID](#), [Beneficiary Type](#), [BIC](#), [IBAN](#)

Question : How do I view details of a file of Beneficiaries?

Answer : Click on Beneficiary Maintenance > Beneficiary Upload > Status Enquiry in the Main Menu, then complete the following screens.

Status Enquiry

Complete the search parameters to find the file of **Beneficiaries** that you want to view.

Click on Retrieve.

Status Enquiry Results

Select the **File** that you want to view, by clicking on the radio button at the left side of the list.

Click on **Details**.

Details
History

The **File** details are displayed on this screen.

Click on the **File Name** to see the contents of the file that was uploaded.

Links to other FAQs

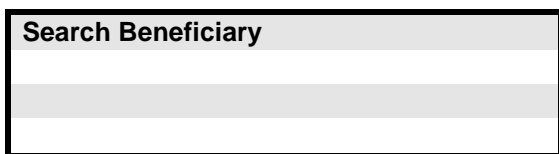
[How do I view details of a Beneficiary?](#)

Links to glossary

[Status \(for file of Beneficiaries\)](#)

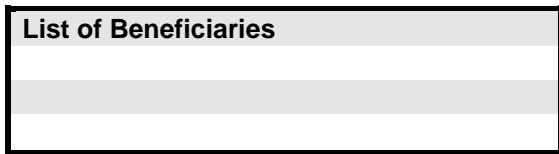
Question : How do I delete a Beneficiary?

Answer : Click on Beneficiary Maintenance > Search Beneficiary in the Main Menu, then complete the following screens.



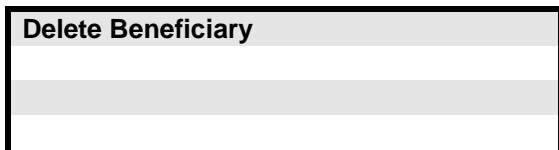
Complete the search parameters to find the **Beneficiary** that you want to delete.

Click on **Retrieve**.



Select the **Beneficiary** or **Beneficiaries** that you want to delete, by ticking the box(es) at the left side of the list.

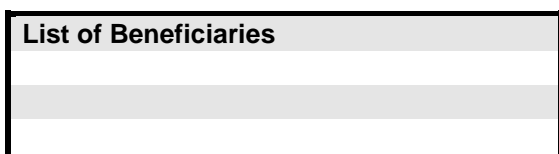
Click on **Delete**.



Check that the details are correct for the **Beneficiary** or **Beneficiaries** that you want to delete. Click on **Back** if you want to make any changes.

Optionally, you can enter **Remarks**.

When you are satisfied that the **Beneficiary** details are correct, click on **Submit**.



For each **Beneficiary** that is deleted successfully you should see a confirmation message and an **ID** number.

If any confirmation messages are missing, or if you see any error messages, call the **BusinessOnline Help Desk** at 0800 121 4209.

Links to other FAQs

[How do I create a Beneficiary?](#)

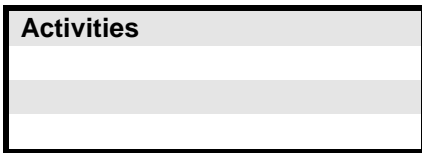
Links to glossary

[Beneficiary Type](#), [Sort Code](#), [BIC](#), [IBAN](#)

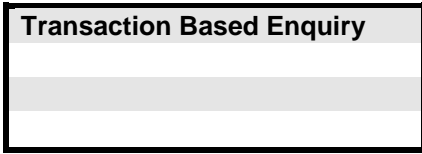


Question : How do I find information about Financial Activities?

Answer : Click on Enquiry Facility > Activities
in the Main Menu, then complete the following screens.

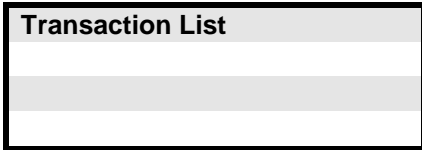


Click on **Detailed Transaction Enquiry**.

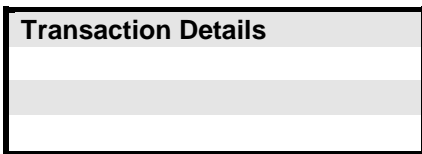


Enter the search parameters for the **Transaction** you want to find.

Click on **Retrieve**.



Select the **Transaction** that you want to view by clicking on the **Reference ID** (or the **Batch ID** for a **Batch**).



Transaction information is displayed in this screen,

or, if your enquiry relates to a **Batch**, then details are shown under :


Batch Details
List of Payments

Links to other FAQs

[How do I find information about non-financial Activities?](#)

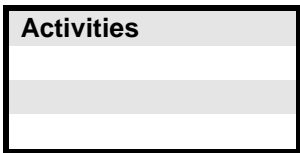
Links to glossary

[Network](#), [User ID](#)

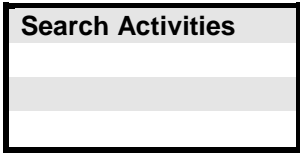


Question : How do I find information about non-financial Activities?

Answer : Click on Enquiry Facility > Activities in the Main Menu, then complete the following screens.

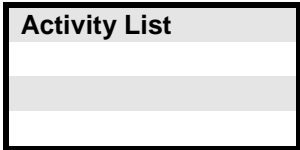


Click on **Detailed Activity Enquiry**.



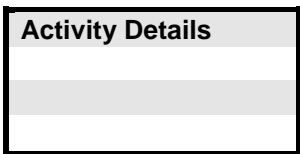
Enter the search parameters for the **Activity** you want to find.

Click on **Retrieve**.



Select the **Activity** that you want to view by clicking on the radio button at the left side of the list.

Click on **View Activity Details**.



Activity information is displayed in this screen.

Links to other FAQs

[How do I find information about financial Activities?](#)

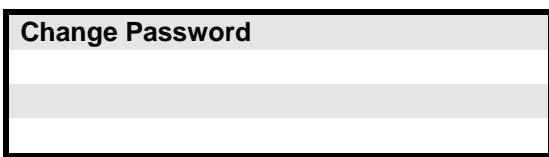
Links to glossary

[User ID](#)



Question : How do I change my password?

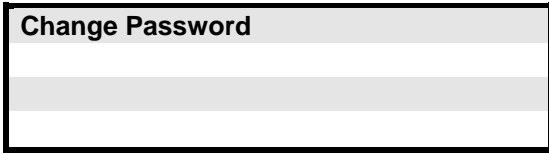
Answer : Click on Personal Preferences > Change Password in the Main Menu, then complete the following screens.



The screenshot shows a rectangular box with a black border. At the top left, the text "Change Password" is displayed. Below this, there are two horizontal input fields, each with a light gray background and a white border. The first field is for the old password, and the second is for the new password.

Enter details of you old and new **Passwords** on this screen.

Click on **Update**.



The screenshot shows a rectangular box with a black border. At the top left, the text "Change Password" is displayed. Below this, there are two horizontal input fields, each with a light gray background and a white border. The first field is for the old password, and the second is for the new password.

You should see a confirmation message on this screen.

If there is no confirmation message, or if you see an error message, call the **BusinessOnline Help Desk** at 0800 121 4209.

Q: Why has a hyperlink appeared at the top of my dashboard?

A: As tokens near the end of life they must be replaced. Once a token has reached this stage a hyperlink will appear under a new section on the dashboard called "Token Status".

Q: What is a hyperlink?

A: When a token requires to be replaced in the token status section, a hyperlink will appear on the right. If you click **here** to view token status, this will take you directly to the start of the process.

Q: Why is the Token Status Section not on my Corporate Users dashboard?

A: Corporate Users are unable to order replacement tokens. Only Corporate Administrators will have access to the Token Status Section.

Q: How long will my new token last for?

A: Dependant on usage approximately 5 Years.

Q: Can I order new tokens for all of our Corporate Administrators and Corporate Users simultaneously?

A: No, only one token at a time can be reordered. However once the order process is complete any additional tokens required can be ordered.

Q: Can I replace my own token?

A: Yes, Corporate Administrators can replace their own token if it is nearing the end of life or has a low battery.

Q: Can I replace a token for another Corporate Administrator?

A: No

Q: I am a Corporate Administrator and I have lost my token, how can I replace it?

A: Call the BusinessOnline Helpdesk on 0800 121 4209 or (+44) 141 248 4855 if calling from outside the UK. The BusinessOnline Helpdesk is open Monday to Friday 08:00 – 18:00

Q: How do I order a token that needs replaced?

A: A guide has been provided at <https://secure.cbonline.co.uk/app-bol/app-document-repository> If you require any assistance, please contact the BusinessOnline Helpdesk on 0800 121 4209 or (+44) 141 248 4855 if calling from outside the UK. The BusinessOnline Helpdesk is open Monday to Friday 08:00 – 18:00

Q: What do I do with the old token?

A: The token must be disposed of in an appropriate way. Clydesdale and Yorkshire Banks offer a free service to BusinessOnline customers to dispose of Security Devices that is in accordance with the Waste Electrical and Electronic Equipment Directive (January 2007). To dispose of your Security Device simply send it in an envelope to the following freepost address;

Freepost RSLC-CGAT-HAJT

pp SH15

BT Operate

Phoenix House

Milton Keynes

MK9 1BE

Q: How long does it take for the token to be delivered?

A: Tokens are normally delivered within 3 to 5 business days.

Q: I am the sole User, how do I make payments when my token is due for renewal?

A: If your token is being replaced for **low battery** then your token will work as normal until the new token is assigned. If it is lost or damaged your relationship manager will be happy to assist you until the new token is assigned.

Q: Which address will the token be delivered to?

A: When replacing a token the delivery address will be the registered business address.

Q: Can I order a replacement token and keep using my existing token?

A: Yes and NO:

Yes - Tokens which have a low battery can still be used until the new token is assigned.

No – Tokens which are lost or damaged cannot be used after a replacement is ordered for security reasons.

Q: Can I order a token for any Corporate User who has a damaged/lost/ low battery token?

A: Any Corporate Administrator can replace a token for Corporate User, if it is damaged/lost/low battery.

Q: Can I order a token for any Corporate Administrator who has a damaged/lost/low battery token?

A: No, a Corporate Administrator can only replace a damaged/lost/low battery token for a Corporate User.

Q: I replaced a lost token, which I have now found can I use it?

A: No for security reasons all tokens which are lost are immediately blocked.

Q: I replaced a damaged token, can I use it?

A: No for security reasons all tokens which are replaced as Damaged are immediately blocked.

Q: Where do I find the serial number for the token?

A: The serial number for a token can be found on the back. It is 10 digits long and is preceded with an S/N.

Q: I am a Corporate Administrator; can I replace my own token?

A: Yes a Corporate Administrator can replace their token if it is near end of life or has a low battery.



Glossary

Access for Account	No Access means that the User will not be able to see the account. Enquiry means that the User has 'read only' access to the account. Transact means that the User can process transactions on the account.
Access Level	Access Level for a Pool of accounts can be either View Only or View and Modify . Users who have View Only access can view consolidated and individual balances for accounts in the Pool . Users with View and Modify access can also modify Pool properties such as linked accounts and linked Users . By default the User who creates a Pool is provided with View and Modify access.
Account Currency	The currency type, identified by three character ISO (International Organization for Standardization) identifier – for example GBP for UK Pounds or EUR for Euros.
Account ID	A number which identifies a bank account.
Account Name	The name of a bank account in the Bank's records. For convenience an account may also be given a Nickname , to make it easier to identify on BusinessOnline screens.
Account Nickname	Account Nickname is a name given to a bank account by the Corporate Administrator .
Account Number	A number which identifies a bank account.
Account Pooling	Accounts can be pooled (consolidated) in BusinessOnline for information purposes. Where a set of accounts is pooled, Users can view consolidated information about balances and accrued interest at Pool level.
Account Search	Enter the Account Number or the Account Nickname to search for an account.
Account Transaction Access	Displays the transaction types that a User can process.
Account Type	Each bank account is categorised by BusinessOnline as : CURRENT A/C or LOANS or SAVING BANK A/C or TERM DEPOSIT
Accounts Information	Accounts Information is a Main Menu option in BusinessOnline that enables Users to find information about bank accounts, including information about balances, accrued interest, transactions, standing orders, direct debits and foreign currency deals.
Accounts Linked to the Division	Specifies the Account Number(s) and Subsidiary ID(s) of accounts linked to a Division .
Accounts Search	Enter the Account Number or the Account Nickname to search for an account.
Accrued Interest	The value interest accrued but not applied at the As of Date/Time .
Action	The previous action performed by the Corporate Administrator on this Record .
Action By	The User ID of the User who carried out an action affecting the Status of a payment or batch.
Action Date/Time	The date and time of an action affecting the Status of a payment or batch.
Action Remarks	Remarks which may be entered (optionally) by a person who carries out an action affecting the Status of a payment or batch or standing order. These remarks may be used to explain the reason for the action, or to make comments.
Actioned By	The User ID of the User who carried out an action affecting the Status of a payment or batch.
Actioned Date/Time	The date and time when an activity took place.
Activity Date Range	The earliest and latest dates within a range of Activity Dates . Enter the From and To Activity Dates in order to search for Activity Dates within the range.
Activity Date/Time	Date and time on when an activity took place.
Activity Description	Description of an activity carried out by a User .
Administration	Administration is a Main Menu option in BusinessOnline that enables Corporate Administrators to set up, organise and maintain details of Users and bank accounts, including access controls, limits and Approval processes.
Agreed FX Rate	Rate of exchange that is agreed with the Bank for a foreign currency deal that is booked.
Allow Login Between	List of days and times when a User ID is permitted to log in to BusinessOnline .
Amount Range	The lowest and highest values in a range of Amounts . Enter the From and To Amount values in order to search for Amounts within the range.
Approval Reason	The reason for approval. If you are searching for a payment or Batch and you do not know the Approval Reason , you can select All from the drop down menu.
Approval Required	Values are Yes if approval is required, or No if approval is not required.
Approval Role	Available Approval Roles are Approver , Senior Approver and Final Approver .
Approvals Required	The number of approvals that are required in order to effect a transaction or Service Request .
Approver	A User who is enabled to approve transactions.

As of Date/Time	The date and time which applies to account details (such as balances and accrued interest) displayed in BusinessOnline .
Attach File	The name of a file to be uploaded to BusinessOnline .
Attachment	Where a secure message has an attachment, a paper clip icon is shown in the Attachment field. If there is no attachment, the Attachment field contains a hyphen.
Available Balance	The Current Balance plus any overdraft facility available on the account.
BACS (or Bacs)	BACS (previously called Bankers' Automated Clearing Services) is an organisation that processes electronic payments within the UK.
BACS & CHAPS Payments Module (BusinessOnline functionality)	An optional module that provides BACS (Multi-Fund Transfer) and CHAPS Payment functionality.
BACS Credit	BACS Credits (or BACS Direct Credits) are mainly used for paying wages and salaries - but they can be used for any payments into UK bank accounts.
BACS Debit	A BACS Debit (Direct Debit) is a debit used to collect a payment in accordance with an instruction from a customer to their bank or building society authorising an organisation to collect payments from their account.
BACS Direct Credit	BACS Credits (or BACS Direct Credits) are mainly used for paying wages and salaries - but they can be used for any payments into UK bank accounts.
BACS ID	Unique BACS scheme level identifier for a BACS User.
BACS ID Range	The lowest and highest values in a range of BACS IDs . Enter the From and To BACS ID values in order to search for BACS IDs within the range.
BACS Multi Fund Transfers	BACS Multi Fund Transfers is a Main Menu option in BusinessOnline that enables Users to process BACS Credits or BACS Debits (Direct Debits) , either by creating batches of BACS transactions within BusinessOnline or by uploading files containing BACS transactions to BusinessOnline . Click on this link for further information about Working with BACS Multi Fund Transfers .
Base Module (BusinessOnline functionality)	The basic BusinessOnline service package enabling internal transfers, external payments and batch payments.
Batch	A Batch of transactions in BusinessOnline contains either : <ul style="list-style-type: none"> • A single credit, together with one or more debits, or • A single debit, together with one or more credits. <p>User actions (such as Submit and/or Approve and/or Hold and/or Release) are applied at the same time to all of the transactions in the Batch.</p>
Batch ID	A unique identifier allocated to a Batch by BusinessOnline .
Batch ID Range	The lowest and highest values in a range of Batch IDs . Enter the From and To Batch ID values in order to search for Batch IDs within the range.
Batch Total	The total value of payments contained within a Batch , or the currency type and total value of transactions contained within a Batch .
Ben ID	A unique identifier assigned to a Beneficiary by BusinessOnline .
Beneficiary	A party who is credited or who is to be credited with the value of a payment
Beneficiary Account Number	A number which identifies a beneficiary bank account.
Beneficiary Address	The address of a Beneficiary . In some cases the City and Country parts of the address are completed in separate fields.
Beneficiary BIC	The Beneficiary's Bank Identifier Code . It may be used for international payments, and it is generally 8 or 11 characters long.
Beneficiary City	The city name within a Beneficiary address.
Beneficiary Country	The country name within a Beneficiary address.
Beneficiary Maintenance	Beneficiary Maintenance is a Main Menu option in BusinessOnline that enables Users to create and maintain payment details for Beneficiaries who are to receive payments via BusinessOnline . Beneficiary details may be key entered to BusinessOnline , or files of Beneficiary details may be uploaded. Domestic (UK) or International Beneficiaries may be created and maintained.
Beneficiary Name	The name of a party who is credited or who is to be credited with the value of a payment. Usually the Beneficiary Name is the Beneficiary's 'bank account name'. For convenience a Beneficiary may also be given a Beneficiary Nickname , to make it easier to identify on BusinessOnline screens.
Beneficiary Nickname	A name given to a Beneficiary by a User . Note that for each Corporate, each Beneficiary Nickname used in BusinessOnline must be unique. A Corporate cannot allocate the same Nickname to more than one Beneficiary.
Beneficiary Sort Code	Six digit sort code of Beneficiary bank account.
Beneficiary Type	Options are Domestic or International .

BIC	Bank Identifier Code. It may be used for international payments, and it is generally 8 or 11 characters long.
Cancellation Date	The date when a Direct Debit instruction was cancelled.
Cancelled Date	The date when a Standing Order was cancelled.
Challenge/Response Code	To confirm details of certain transactions, BusinessOnline will generate a Challenge Code of between 1-10 digits and present it on screen. For security reasons the Challenge Code will be based on an element of the transaction or user credentials. That Challenge Code then has to be entered into the Security Device . Based on the code entered, the Security Device will then generate an 8-digit Response Code that has to be entered into the corresponding field within the BusinessOnline screen.
CHAPS	Clearing House Automated Payments System. This is a network operated by UK banks to enable same day payments in sterling.
Charges	Refers to arrangements to pay charges for International Payments . OUR means that all charges are to be paid by the sender of the payment. SHA means that the sender and the Beneficiary will share the charges. BEN means that all charges are to be paid by the Beneficiary . Charging constraints for SWIFT payments within the European Economic Area (EEA) are : <ul style="list-style-type: none"> • Charges option 'BEN' must not be used • Charges option 'OUR' may only be used for payments involving a currency conversion – for example GBP to be sent in EUR • Charges option 'SHA' may be used for any payment
Cheque Number	Six digit serial number identifying a cheque.
Cheque Range	The lowest and highest values in a range of Cheque Serial Numbers . Enter the From and To serial numbers in order to specify the range or search within the range.
Cheque Serial Number	Six digit serial number identifying a cheque.
City	The City name within an address.
Corp ID	A unique identifier assigned to a Corporate by BusinessOnline .
Corporate	An organisation which is registered for BusinessOnline is described within BusinessOnline as a Corporate , and it is identified by a unique Corporate ID .
Corporate ID	A unique identifier assigned to a Corporate by BusinessOnline .
Country	The Country name within an address.
Created By	The User ID of the User who initiated an activity or transaction, or who created a Record .
Created Date	The date on which an activity or transaction was initiated.
Created Date Range	The earliest and latest dates within a range of Created Dates . Enter the From and To Created Dates in order to search for Created Dates within the range.
Created On	The date on which an activity or transaction was initiated, or when a Record was created.
Credit	A transaction credited to a bank account.
Credit Account Nickname	Account Nickname is a name given to a bank account by the Corporate Administrator .
Credit Account Number	A number which identifies a bank account that is to be credited with a transaction, or a bank account that was credited with a transaction..
Credit Accrued Interest	The value of credit interest accrued but not applied at the As of Date/Time .
Credit Amount	Value of a credit transaction.
Credit Currency	For an International Payment , Credit Currency specifies the currency of the payment that is to be credited to the Beneficiary . If the Payment Amount is specified in a different currency from the Credit Currency then the value of the Payment Amount is converted to the equivalent value in the Credit Currency . The currency type is identified by a three character ISO (International Organization for Standardization) identifier – for example GBP for UK Pounds or EUR for Euros.
Credit/Debit	Value is Credit for a credit transaction or Debit for a debit transaction.
Currency	The currency type, identified by three character ISO (International Organization for Standardization) identifier – for example GBP for UK Pounds or EUR for Euros.
Currency of Amount	For an International Payment , Currency of Amount is the currency of the Payment Amount . The Currency of Amount must be the currency of the source bank account or the Beneficiary bank account (or both). If the Credit Currency is different from the currency of the Payment Amount then the value of the Payment Amount is converted to the equivalent value in the Credit Currency .
Current Address	The current Corporate mailing address for a User .

Current Balance	For a single bank account, Current Balance is real-time balance including uncleared effects, but excluding any overdraft available. For a Pool of bank accounts, Current Balance is the consolidated real-time balance of accounts in the Pool , including uncleared effects, but excluding any overdraft available.
Current Cleared Balance	For a single bank account, Current Cleared Balance is Current Balance excluding any uncleared effects. For a Pool of bank accounts, Current Cleared Balance is the consolidated Current Balance of accounts in the Pool excluding any uncleared effects.
Daily Limit	Daily transaction limit for a bank account.
Date Arranged	The date when a foreign currency deal was arranged.
Date Held	For a payment, batch, standing order or activity that is held, this is the date that the Hold instruction was set. If the payment or batch is not held, the field contains a hyphen.
Date of Submission	The date or the date and time when a Service Request was submitted.
Date of Upload	The date when a file was uploaded to BusinessOnline .
Date Range	The earliest and latest values within a range of Dates . Enter the From and To Dates in order to search for Dates within the range.
Date Sort Order	Select an option to sort a list of transactions. Options are Ascending or Descending .
Deal Reference	A unique identifier for a foreign currency deal.
Debit	A transaction debited to a bank account.
Debit Account Nickname	Account Nickname is a name given to a bank account by the Corporate Administrator .
Debit Account Number	A number which identifies a bank account that is to be debited with a transaction, or a bank account that was debited with a transaction..
Debit Accrued Interest	The value of debit interest accrued but not applied at the As of Date/Time .
Debit Amount	Value of a debit transaction.
Debit Currency	The currency type, identified by three character ISO (International Organization for Standardization)) identifier – for example GBP for UK Pounds or EUR for Euros.
Destination Folder	The name of the folder where a secure message is to be stored (when it is moved from the Inbox).
Detailed Activity Enquiry	This enquiry enables the User to enquire on the activities of all the Users in the Corporate .
Detailed Transaction Enquiry	This enquiry enables the User to enquire on the transactions of all the Users in the Corporate .
Direct Debit	A BACS Debit (Direct Debit) is a debit used to collect a payment in accordance with an instruction from a customer to their bank or building society authorising an organisation to collect payments from their account.
Division	The use of Divisions is optional. A Division can be used to link specific Users and bank accounts for organisational and control purposes. Normally Divisions are used to segregate specific functions. For example if certain Users within a Finance Department are to have access to a specific set of bank accounts then these Users and bank accounts may be linked to a Finance Department Division .
Division Access Indicator	If any Divisions are in place, set to Local for a User who is to access only one Division , or Global for a User who is to access more than one Division . If no Divisions are in place, set to Local .
Division Description	Text description which identifies a Division .
Division ID	A unique identifier assigned to a Division by BusinessOnline .
Earliest Value Date	Where a transaction is subject to further processing by other systems or payment schemes after processing by BusinessOnline has been completed, the Earliest Value Date represents the earliest date when it is expected that the Beneficiary bank account should be credited (or, for a Direct Debit , when it is expected that the Payer's bank account should be debited). It is based upon expected timescales and cut-off times for transaction processing.
Earliest Value Date Range	The earliest and latest dates within a range of Earliest Value Dates . Enter the From and To Earliest Value Dates in order to search for Earliest Value Dates within the range.
Effective Transaction Type	The name of a set of Transaction Types which are grouped together for the purpose of controlling User or Corporate transaction limits.
Email	The email address of a User .
Email Address	The email address of a User .
Enquiry Facility	Enquiry Facility is a Main Menu option in BusinessOnline that enables Users to find information about Financial Activities , Non Financial Activities and Transaction Limits .
Fax Number	The contact fax number for a User .
File ID	A unique file identifier allocated by BusinessOnline .
File Name	The name of a file uploaded to BusinessOnline .
File Remarks	Optional text that may be entered when a file is uploaded.

File Transaction Amount	The total value of transactions contained in a file uploaded to BusinessOnline .
Final Payment Amount	For a Standing Order , this is the value of the final payment, if the value of the final payment is different from the value of the regular payments , This field should not be completed if the value of the final payment is the same as the value of the regular payments,
Final Payment Date	The date when the final payment of a Standing Order is to be made.
Financial Activities	Financial Activities include funds transfers, UK payments and international payments.
Financial Transaction	For enquiries - Select Yes for a financial transaction, or No for a non financial transaction.
First Name	The first name of a User . It is mandatory. (In BusinessOnline each User must have a First Name and a Last Name . A Middle Name is optional).
First Payment Amount	For a Standing Order , this is the value of the first payment, if the value of the first payment is different from the value of the regular payments , This field should not be completed if the value of the first payment is the same as the value of the regular payments,
First Payment Date	The date when the first payment of a Standing Order is to be made.
First Payment Date Range	The earliest and latest dates within a range of First Payment Dates . Enter the From and To First Payment Dates in order to search for First Payment Dates within the range.
First Presented Date	The date of the first presentment under a Direct Debit instruction.
Folder Name	The name of a folder which may be used to store Secure Messages .
Frequency	The frequency at which a payment should be made.
From	The name of the sender of a Secure Message .
From Account	The source account, which is debited with the value of a payment or a batch of payments.
Funds Transfer	Funds Transfer is a Main Menu option in BusinessOnline that enables Users to transfer funds between accounts within the Bank. Single payments or batches of payments may be input to BusinessOnline . Funds Transfer cannot be used for payments to other banks. Click on this link for further information about Working with Funds Transfers . (For payments to other banks see UK Payments, International Payments and BACS Multi Fund Transfers).
Hold	When confirming a payment or other instruction, select Yes from the drop down menu if the payment or instruction is to be held, or select No if it is not to be held. The effect of holding is that the payment or instruction will not be executed until it is released.
IBAN	International Bank Account Number , used for international payments. It complies with an international standard for identifying bank accounts, and it can be up to 34 characters long.
Indicative Exchange Rate	This is based upon the rate at the time when transaction details are submitted for a foreign currency transaction. The actual rate may be different.
Indicative FX Rate	This is based upon the rate at the time when transaction details are submitted for a foreign currency transaction. The actual rate may be different.
Instruction Status	Refers to the status of a Direct Debit instruction. Examples are Active, Expired or Cancelled .
International Payments	International Payments is a Main Menu option in BusinessOnline that enables Users to make payments into bank accounts outside of the UK. Single payments or batches of payments may be input to BusinessOnline . Click on this link for further information about Working with International Payments .
International Payments Module (BusinessOnline functionality)	An optional module that provides SWIFT and SEPA Payment functionality.
Last Amount	The transaction value when a Direct Debit instruction was last executed.
Last Name	The last name of a User . It is mandatory. (In BusinessOnline each User must have a First Name and a Last Name . A Middle Name is optional).
Last Presented Date	The date on which a Direct Debit instruction was last executed.
Last Reference Number	The reference number when a Direct Debit instruction was last executed.
Limit End Date	The end date of a transaction limit.
Limit Start Date	The start date of a transaction limit.
Limit Type	Options are CRP Limit (limit for the Corporate) or CRP User Limit (limit for a single User).
Liquidity Management	Liquidity Management is a Main Menu option in BusinessOnline that enables Users to access functionality for Account Pooling .

List	<p>A List of transactions in BusinessOnline contains two or more transactions, where each transaction is represented by a single credit and a single debit of matching amount.</p> <p>All of the transactions in a List are submitted at the same time, but User actions such as Approve and/or Hold and/or Release are applied separately to each of the transactions in the List.</p>
List of Accounts not yet linked	Specifies the Account Number(s) and Subsidiary ID(s) of accounts which are available for linking to a Division , but which are not linked to it.
List of Subsidiaries not yet attached to the User	Specifies the Subsidiary ID(s) of Subsidiaries which are available for linking to a User , but which are not linked to it.
List of Users not yet attached	Specifies the User Id(s) and User Name(s) of Users which are available for linking to a Division , but which are not linked to it.
Mailing Address	The address that is used when a Security Device is despatched to a User . It must be an address that is registered for the Corporate .
Maturity Date	The date on which a deposit is due to mature.
Max Approval Limit	The maximum transaction value that a User may approve for a specific Transaction Type .
Middle Name	The middle name of a User . It is optional. (In BusinessOnline each User must have a First Name and a Last Name . A Middle Name is optional).
Min Approval Limit	The minimum transaction value that a User may approve for a specific Transaction Type .
Mobile No.	The contact mobile telephone number for a User .
Modified On	The date when a Record was modified.
Monthly Limit	Monthly transaction limit for a bank account.
My Financial Activities	This enquiry enables a User to enquire about their own financial activities - including funds transfers, UK payments and international payments.
My Non-Financial Activities	This enquiry enables a User to enquire about their own non-financial activities, such as sign ons.
Network	A payment scheme or an organisation that facilitates payments - such as BACS , CHAPS or SWIFT .
New Password	Used to enter a new User Password when a User Password is changed.
Next Payment Amount	The value of the next payment due to be paid on a loan account or under a Standing Order instruction.
Next Payment Date	The date of the next payment due to be paid on a loan account or under a Standing Order instruction.
Nickname	<p>Nickname is a name given to a bank account by the Corporate Administrator, or given to a Beneficiary.</p> <p>Nicknames can make it easier to identify accounts and Beneficiaries on BusinessOnline screens.</p>
No. of Payments	The number of payments contained within a Batch or file.
No. of Pending Approvals	The number of pending approvals initiated by Corporate Administrators that are awaiting approval by a Corporate Administrator .
No. of Transfers	The number of transfers contained within a Batch or file.
Non-Financial Activities	Non Financial Activities such as sign ons.
Notional Currency	A Pool may contain bank accounts denominated in different currencies, but pooled (consolidated) account information must be displayed as a single currency. Notional Currency for a Pool of bank accounts is selected by the User when the Pool is created, and when Pool level financial information is viewed in BusinessOnline , all information is displayed in the Notional Currency of the Pool .
Number of Instalments	The number of payments to be made under a Standing Order instruction.
Number of Instalments/ Final Payment Date	For a Standing Order - options here are to specify a Final Payment Date or to specify that a certain number of instalments should be paid, or to specify that payments should continue Until Further Notice . If you select the Until Further Notice option then payments will continue until the Standing Order instruction is cancelled.
Old Value/New Value	The previous value and the current value of a record that has been modified.
One Time Password (OTP)	<p>A One Time Password is an 8-digit code generated by the Security Device.</p> <p>BusinessOnline requires a One Time Password (OTP) to be entered each time you log in.</p> <p>In addition, a Corporate Administrator will be authenticated by providing an OTP when contacting the BusinessOnline Helpdesk.</p> <p>Please refer to the BusinessOnline Security Device Guide for information on how to generate an OTP.</p>
Operative Accounts	Operative Accounts in BusinessOnline are Account Types CURRENT A/C and SAVING BANK A/C .
Originating Account	The account from which a financial transaction was initiated.

Originator Identity Number	The Identity Number of the Originator of a Direct Debit .
Originator Name	The name of the Originator of a Direct Debit .
Originator Search	Text box to enter the name of the originator of a Direct Debit in order to search for a Direct Debit instruction.
Password Enabled	Value is Yes if the User's Password is enabled, or No if the User's Password is not enabled.
Payee Issued To	The name of the payee of a cheque.
Payment Amount	For an International Payment , Payment Amount is the value of the payment to be sent. It is specified as Currency of Amount (selected from a drop down menu), and value. The Currency of Amount must be the currency of the source bank account or the Beneficiary bank account (or both). If the Credit Currency is different from the currency of the Payment Amount then the value of the Payment Amount is converted to the equivalent value in the Credit Currency .
Payment Date	The date when a payment or batch of payments is due to be paid by BusinessOnline. Note that the payment might not be received by the Beneficiary until a later date. For examples, see : Earliest Value Date Cut off times and processing timescales for payments to domestic (UK) bank accounts Cut off times and processing timescales for payments to international (non UK) bank accounts
Payment Date Range	The earliest and latest dates within a range of Payment Dates . Enter the From and To Payment Dates in order to search for Payment Dates within the range.
Personal Preferences	Personal Preferences is a Main Menu option in BusinessOnline that enables Users to set new Passwords .
Phishing	A phishing email is a fraudulent email claiming to be from a bank or other well-known company. These emails are sent out randomly by fraudsters and can look very convincing. They employ a number of tricks to persuade you to disclose information. For example, they may inform you of a problem with your account and ask that you urgently verify your account details. The email will request that you follow a link to the bank's website where you will be prompted to enter a range of personal and financial information. This link will take you to a spoof website operated by the fraudster where your information will be collected and used without your knowledge. What to do if you think you have received suspicious contact? <ul style="list-style-type: none"> • Do not reply to the email and NEVER follow any links • Forward the email to us at reportphishing@cybusinessonline.co.uk (please note no acknowledgement will be sent) • Delete the email from your inbox
Phone No.	The contact telephone number for a User .
Please check for IBAN	For an International Payment - if an IBAN is entered in the IBAN/Account Number field, tick this box to enable IBAN validation.
Please check for SEPA	Tick this box to make a SEPA payment.
Pool	A set of bank accounts that is grouped together so that consolidated financial information may be viewed in BusinessOnline .
Pool Currency	The Notional Currency of a Pool .
Pool ID	A unique identifier allocated to a Pool of bank accounts by BusinessOnline
Pool Name	A name allocated by a User when a Pool of bank accounts is created.
Posting Date	The date when a transaction is credited or debited to a 'target' bank account. Note that the Posting Date for a transaction may not be the same as the Payment Date or the Earliest Value Date .
Previous Day Ledger Balance	For a single bank account, Previous Day Ledger Balance is the Current Balance at the close of business on the previous day. For a Pool of bank accounts, Previous Day Ledger Balance is the consolidated Current Balance of accounts in the Pool at the close of business on the previous day.
Processed Date and Time	The date and time when an action was taken by a User .
Rapport	Downloadable security software as provided by Trusteer.
Rate	The rate of exchange for a foreign currency transaction.

Recent Transactions	<p>Details of transactions that can be viewed using BusinessOnline are held either in Recent Transactions or else in Transaction History. Not both.</p> <p>Normally transactions are classified as Recent Transactions on the day that they are input, and then moved to Transaction History overnight.</p> <p>Example 1 : If you are searching during business hours today for a transaction that was input during business hours today, you should expect to find it in Recent Transactions.</p> <p>Example 2 : If you are searching during business hours today for a transaction that was input during business hours yesterday, or prior to that time, you should expect to find it in Transaction History.</p> <p>Example 3 : If you are searching today for a transaction that was input late in the day yesterday, or very early today, you may need to check both Recent Transactions and Transaction History.</p>
Record	Details of a change where data has been added, amended or deleted. A Record may require to be approved before the change becomes effective.
Record No.	A unique identifier assigned to a Record by BusinessOnline .
Recorded Data	Information recorded by BusinessOnline relating to a reported Activity .
Ref ID	A unique identifier allocated to a payment, transfer, instruction or other activity by BusinessOnline .
Ref ID Range	The lowest and highest values in a range of Ref IDs . Enter the From and To Ref ID values in order to search within a range of Ref IDs .
Reference ID	A unique identifier allocated by BusinessOnline .
Reference ID Range	The lowest and highest values in a range of Reference IDs . Enter the From and To Reference ID values in order to search within a range of Reference IDs .
Registration Password	Registration Password is a One Time Password issued by the Bank to a User . The User is prompted to change this Password the first time it is used to log in to BusinessOnline .
Regular Payment Amount	For a Standing Order this is the value of each regular payment. All payments will be for the Regular Payment Amount unless you specify a different value for the First Payment Amount and/or the Final Payment Amount ..
Regular Payment Amount Range	The lowest and highest values in a range of Regular Payment Amounts . Enter the From and To Regular Payment Amount values in order to search within a range of Regular Payment Amounts .
Release Date	The date when a batch or file of BACS payments is due to be released by BusinessOnline . Note that the Earliest Value Date may be later than the Release Date .
Release Date Range	The lowest and highest values within a range of Release Dates . Enter the From and To Release Date values in order to search within a range of Release Dates .
Released By	The User ID of the User who released a payment, batch, standing order or activity.
Remarks	Optional text that may be entered relating to a transaction or activity
Report Code	A unique identifier for a report type.
Reset Password	Value is Yes in a Reset Password Record .
Retype New Password	Used to confirm a new User Password when a User Password is changed.
RO Group id	Identifies the Relationship Manager for a User .
Role	A User may be assigned a Role for the purpose of approving transactions. Available Roles are Approver , Senior Approver and Final Approver .
Role Delinked	The name of a Role delinked from a User ID .
Role Linked	The name of a Role linked to a User ID .
S.No	The Serial Number of a Record .
Salutation	Title that precedes a User's name - for example Mr or Ms .
Security Device	<p>A device used to generate One Time Passwords (OTPs) which are used to log on to BusinessOnline, and Response Codes which are used to complete certain procedures and transactions.</p> <p>For more information, refer to the BusinessOnline Security Device Guide.</p>
SEPA	Single Euro Payments Area : This is a network operated by banks in the European region to facilitate Euro currency payments.
Serial Number (for a cheque)	Six digit serial number identifying a cheque.
Serial Number (for a Security Device)	Unique identifier shown on the back of a Security Device .
Settlement Date	The date on which a loan is due to settle.
Sort Code	Six digit number identifying an account holding bank branch.

Standing Orders	<p>Standing Orders is a Main Menu option in BusinessOnline that enables Users to set up, amend and cancel Standing Order arrangements to make regular payments to Beneficiaries who have UK bank accounts.</p> <p>Standing Order instructions that are set up, amended or cancelled using BusinessOnline operate on your bank account in the same way as any other Standing Order instructions – for example in the same way as instructions that are set up by sending a signed 'Standing Order Mandate' to the Bank.</p> <p>Click on this link for further information about Working with Standing Orders.</p>
Status (for BACS Multi Funds Transfers)	The status of a transaction changes as it progresses through the BusinessOnline 'workflow'. Click on this link for a brief explanation of Transaction Statuses .
Status (for Beneficiaries)	The status of a Beneficiary changes as it progresses through the BusinessOnline 'workflow'. Click on this link for a brief explanation of Beneficiary Statuses .
Status (for file of BACS Multi Funds Transfers)	The status of a file uploaded to BusinessOnline changes as it progresses through the BusinessOnline 'workflow'. Click on this link for a brief explanation of File Upload Statuses .
Status (for file of Beneficiaries)	The status of a file uploaded to BusinessOnline changes as it progresses through the BusinessOnline 'workflow'. Click on this link for a brief explanation of File Upload Statuses .
Status (for file of External Funds Transfers)	The status of a file uploaded to BusinessOnline changes as it progresses through the BusinessOnline 'workflow'. Click on this link for a brief explanation of File Upload Statuses .
Status (for Funds Transfers)	The status of a transaction changes as it progresses through the BusinessOnline 'workflow'. Click on this link for a brief explanation of Transaction Statuses .
Status (for International Payments)	The status of a transaction changes as it progresses through the BusinessOnline 'workflow'. Click on this link for a brief explanation of Transaction Statuses .
Status (for Standing Orders)	The status of a transaction changes as it progresses through the BusinessOnline 'workflow'. Click on this link for a brief explanation of Transaction Statuses .
Status (for UK Payments)	The status of a transaction changes as it progresses through the BusinessOnline 'workflow'. Click on this link for a brief explanation of Transaction Statuses .
Subsidiaries Attached to Users	Specifies the Subsidiary ID(s) of Subsidiaries which are linked to a User .
Subsidiary	<p>By default, each Corporate has a Subsidiary called Head Office, and all Users and bank accounts that are linked to BusinessOnline are linked to the Head Office Subsidiary.</p> <p>The use of additional Subsidiaries is optional. They can be used to link specific Users and bank accounts for organisational and control purposes.</p> <p>Normally they are used to segregate specific geographical or organisational areas. For example if certain Users within a branch location are to have access to a specific set of bank accounts then these Users and bank accounts may be linked to a Branch Location Subsidiary.</p>
Subsidiary Access Indicator	Set to Local for a User who is to access only one Subsidiary , or Global for a User who is to access more than one Subsidiary .
SWIFT	Society for Worldwide Inter-Bank Financial Telecommunication : This is a network operated by banks throughout the world to facilitate international payments.
To Account	The destination account, which is credited with the value of a payment or a batch of payments.
Token Enabled	Value is Yes if the User's Security Device is enabled, or No if the User's Security Device is not enabled.
Total Mails	The number of Secure Messages stored in a folder.
Total Number of Payments	The number of payments contained within a batch.
Total Number of Transfers	The number of payments or transfers contained within a Batch or file.
Transaction Code	<p>A two digit code providing information about a BACS debit. Options are :</p> <p>01 - For the first payment under a new Direct Debit instruction.</p> <p>17 - For a standard payment under a Direct Debit instruction.</p> <p>18 - For a re-presentation.</p> <p>19 - For the last payment under a Direct Debit instruction.</p>
Transaction Date From	The earliest date in a range of dates to be searched.
Transaction Date To	The latest date in a range of dates to be searched.
Transaction History	<p>Details of transactions that can be viewed using BusinessOnline are held either in Recent Transactions or else in Transaction History. Not both.</p> <p>Normally transactions are classified as Recent Transactions on the day that they are input, and then moved to Transaction History overnight.</p> <p>Example 1 : If you are searching during business hours today for a transaction that was input during business hours today, you should expect to find it in Recent Transactions.</p> <p>Example 2 : If you are searching during business hours today for a transaction that was input during business hours yesterday, or prior to that time, you should expect to find it in Transaction History.</p> <p>Example 3 : If you are searching today for a transaction that was input late in the day yesterday, or very early today, you may need to check both Recent Transactions and Transaction History.</p>

Transaction Type	<p>Transaction Types in BusinessOnline are :</p> <ul style="list-style-type: none"> • BACS Credit • BACS Debit • CHAPS • External Funds Transfer • Funds Transfer • International Payments • Standing Orders
Transfer Remarks	Remarks that may be entered (optionally) when a Transfer is added to a Batch .
UK Payments	<p>UK Payments is a Main Menu option in BusinessOnline that enables Users to make payments into UK bank accounts.</p> <p>Single payments or batches of payments may be input to BusinessOnline, or files containing payment details may be uploaded to BusinessOnline.</p> <p>Click on this link for further information about Working with UK Payments.</p>
Unread Mails	The number of unread Secure Messages stored in a folder.
Until Further Notice	A Standing Order instruction which is set up Until Further Notice does not have a specified Final Payment Date or a specified number of instalments. This means that payments will continue until the Standing Order instruction is cancelled.
Uploaded By	The User ID of a User who uploaded a file to BusinessOnline .
User Attached to Division	Specifies the User Id(s) and User Name(s) of Users linked to a Division .
User ID	A unique identifier for a User . It is allocated by BusinessOnline when a new User is created.
User Name	The name of a User .
Value Date	For a foreign currency transaction, this is the date on which a deal is due for settlement.
Weekly Limit	Weekly transaction limit for a bank account.
Yearly Limit	Yearly transaction limit for a bank account.

Status for :	Funds Transfers UK Payments International Payments BACS Multi Fund Transfers Standing Orders	
Status	Means	Action Required
Approved	The approval process has been completed for the transaction or batch.	No actions are required. Processing by BusinessOnline will continue at the appropriate time.
Approved. Pending for Release	The approval process has been completed for the transaction or batch, and the transaction or batch is being held (awaiting release).	Release the transaction or batch in order to progress it through the BusinessOnline workflow.
Awaiting Approval	<p>The transaction or batch has not been approved yet, and it needs to be approved in order to progress through the BusinessOnline workflow.</p> <p>There may be a number of different circumstances where a transaction or batch is Awaiting Approval. Clicking on the View History button (if available) may provide more information.</p>	<p>Clicking on the View History button (if available) may provide more information.</p> <p>Approve the transaction or batch in order to progress it through the BusinessOnline workflow.</p>
Awaiting Approval. On-Hold	<p>The transaction or batch has not been approved yet, and it needs to be approved in order to progress through the BusinessOnline workflow.</p> <p>After the approval process has been completed the transaction or batch will need to be released in order to progress through the BusinessOnline workflow.</p>	<p>Approve the transaction or batch in order to progress it through the BusinessOnline workflow.</p> <p>After the approval process has been completed the transaction or batch will need to be released in order to progress through the BusinessOnline workflow.</p>
Cancelled	The transaction or batch has been cancelled.	The transaction or batch will not be processed further by BusinessOnline. No actions are required.
Cancelled. Awaiting Approval	The transaction or batch has been cancelled.	The transaction or batch will not be processed further by BusinessOnline. The Cancel instruction requires to be approved in order to change the Status to Cancelled.
Draft	The batch has been saved, but it has not been submitted.	If the batch is to be processed, submit it.
Failed	BusinessOnline was not able to process the transaction or batch.	<p>If the payment(s) are to proceed, process a new transaction or batch to replace the one that failed.</p> <p>Depending upon the reason(s) for failure, you may have to correct some of the payment details that were used in the failed transaction or batch.</p> <p>If you need assistance to find the reason(s) for failure, call the BusinessOnline Help Desk at 0800 121 4209.</p>
Modified	The modification process has been completed for the transaction or batch, but the transaction or batch is not due to be processed until a future date or time.	No actions are required. Processing by BusinessOnline will continue at the appropriate time.
Modified. Awaiting Approval	The modified transaction or batch has not been approved yet, and it needs to be approved in order to progress through the BusinessOnline workflow.	Approve the transaction or batch in order to progress it through the BusinessOnline workflow.
Modified. Awaiting Approval. On-Hold	<p>The modified transaction or batch has not been approved yet, and it needs to be approved in order to progress through the BusinessOnline workflow.</p> <p>After the approval process has been completed the modified transaction or batch will need to be released in order to progress through the BusinessOnline workflow.</p>	<p>Approve the transaction or batch in order to progress it through the BusinessOnline workflow.</p> <p>After the approval process has been completed the transaction or batch will need to be released in order to progress through the BusinessOnline workflow.</p>

Modified. Pending for Release	The modification process has been completed for the transaction or batch, and the transaction or batch is being held (awaiting release).	Release the transaction or batch in order to progress it through the BusinessOnline workflow.
Partially Successful	One or more of the transactions submitted within a batch have been processed successfully, and one or more of the transactions submitted within the same batch have failed.	<p>If the failed payment(s) are to proceed, process new transaction(s) or a new batch to replace the transaction(s) that failed.</p> <p>Depending upon the reason(s) for failure, you may have to correct some of the payment details that were used in the failed transaction(s).</p>
Pending	The approval process has been completed for the transaction or batch, but the transaction or batch is not due to be processed until a future date or time.	No actions are required. Processing by BusinessOnline will continue at the appropriate time.
Pending - For Release	The approval process has been completed for the transaction or batch, and the transaction or batch is being held (awaiting release).	Release the transaction or batch in order to progress it through the BusinessOnline workflow.
Pending Approval	<p>The transaction or batch has been approved, but it needs further approval in order to progress through the BusinessOnline workflow.</p> <p>There may be a number of different circumstances where a transaction or batch is Pending Approval. Clicking on the View History button (if available) may provide more information.</p>	<p>Clicking on the View History button (if available) may provide more information.</p> <p>Approve the transaction or batch in order to progress it through the BusinessOnline workflow.</p>
Pending Approval. On-Hold	<p>The transaction or batch has been approved, but it needs further approval in order to progress through the BusinessOnline workflow.</p> <p>After the approval process has been completed the transaction or batch will need to be released in order to progress through the BusinessOnline workflow.</p>	<p>Approve the transaction or batch in order to progress it through the BusinessOnline workflow.</p> <p>After the approval process has been completed the transaction or batch will need to be released in order to progress through the BusinessOnline workflow.</p>
Processing	The approval process has been completed for the transaction or batch.	No actions are required. Processing by BusinessOnline will continue at the appropriate time.
Rejected	The transaction or batch was rejected by an Approver.	The transaction or batch will not be processed further by BusinessOnline. No actions are required.
Released	The approval and release processes have been completed for the transaction or batch, but the transaction or batch is not due to be processed until a future date or time.	No actions are required. Processing by BusinessOnline will continue at the appropriate time.
Self Approved	The approval process has been completed for the transaction or batch.	No actions are required. Processing by BusinessOnline will continue at the appropriate time.
Self Approved. Pending for Release	The approval process has been completed for the transaction or batch, and the transaction or batch is being held (awaiting release).	Release the transaction or batch in order to progress it through the BusinessOnline workflow.
Successful	Processing by BusinessOnline has been completed successfully.	<p>Processing by BusinessOnline has been completed successfully. No further actions are required.</p> <p>Note that certain transactions may be subject to further processing by other systems or payment schemes after processing by BusinessOnline has been completed. Examples include BACS payments and foreign payments.</p>

Status for :	File Upload (BACS Multi Fund Transfers) File Upload (UK Payments – EFT Upload) File Upload (Beneficiary File)	
Status	Means	Action Required
Approved	The approval process has been completed for the uploaded file.	No actions are required. Processing by BusinessOnline will continue at the appropriate time.
Approved Pending for Release	The approval process has been completed for the uploaded file, and the uploaded file is being held (awaiting release).	Release the uploaded file in order to progress it through the BusinessOnline workflow.
Awaiting Approval	<p>The uploaded file has not been approved yet, and it needs to be approved in order to progress through the BusinessOnline workflow.</p> <p>There may be a number of different circumstances where an uploaded file is Awaiting Approval, and the Status specified in 'Details - History' may provide more information.</p>	<p>Check the Status specified in 'Details - History'.</p> <p>Approve the uploaded file in order to progress it through the BusinessOnline workflow.</p>
Awaiting Approval On Hold	<p>The uploaded file has not been approved yet, and it needs to be approved in order to progress through the BusinessOnline workflow.</p> <p>After the approval process has been completed the uploaded file will need to be released in order to progress through the BusinessOnline workflow.</p>	<p>Approve the uploaded file in order to progress it through the BusinessOnline workflow.</p> <p>After the approval process has been completed the uploaded file will need to be released in order to progress through the BusinessOnline workflow.</p>
Cancelled	The file upload has been cancelled.	The uploaded file will not be processed further by BusinessOnline. No actions are required.
Failed	BusinessOnline was not able to upload any of the records contained in the file.	<p>If the record(s) are to be processed, upload a new file to replace the one that failed.</p> <p>Depending upon the reason(s) for failure, you may have to correct some of the details that were used in the file that failed.</p> <p>If you need assistance to find the reason(s) for failure, call the BusinessOnline Help Desk at 0800 121 4209.</p>
Partial Upload	One or more of the records submitted within a file have been uploaded successfully, and one or more of the records submitted within the same file have failed.	<p>If the failed records(s) are to be processed, upload a new file to replace the record(s) that failed.</p> <p>Depending upon the reason(s) for failure, you may have to correct some of the details that were used in the failed record(s).</p> <p>If you need assistance to find the reason(s) for failure, call the BusinessOnline Help Desk at 0800 121 4209.</p>
Pending Approval	<p>The uploaded file has been approved, but it needs further approval in order to progress through the BusinessOnline workflow.</p> <p>There may be a number of different circumstances where an uploaded file is Pending Approval, and the Status specified in 'Details - History' may provide more information.</p>	<p>Check the Status specified in 'Details - History'.</p> <p>Approve the uploaded file in order to progress it through the BusinessOnline workflow.</p>
Pending Approval On Hold	<p>The uploaded file has been approved, but it needs further approval in order to progress through the BusinessOnline workflow.</p> <p>After the approval process has been completed the uploaded file will need to be released in order to progress through the BusinessOnline workflow.</p>	<p>Approve the uploaded file in order to progress it through the BusinessOnline workflow.</p> <p>After the approval process has been completed the uploaded file will need to be released in order to progress through the BusinessOnline workflow.</p>

Pending - For Release	The approval process has been completed for the uploaded file, and the uploaded file is being held (awaiting release).	Release the file upload in order to progress it through the BusinessOnline workflow.
Recalled	The uploaded file was recalled.	The uploaded file will not be processed further by BusinessOnline. No actions are required.
Rejected	The uploaded file was rejected by an Approver.	The uploaded file will not be processed further by BusinessOnline. No actions are required.
Released	The file has been uploaded successfully to BusinessOnline.	<p>The file has been uploaded successfully to BusinessOnline. No further actions are required.</p> <p>Note that records may be subject to further processing by other systems or payment schemes (for example by BACS) after the file has been uploaded successfully to BusinessOnline.</p>
Self Approved	The file has been uploaded successfully to BusinessOnline.	<p>The file has been uploaded successfully to BusinessOnline. No further actions are required.</p> <p>Note that records may be subject to further processing by other systems or payment schemes (for example by BACS) after the file has been uploaded successfully to BusinessOnline.</p>
Self Approved. Pending for Release	The approval process has been completed for the file upload, and the file upload is being held (awaiting release).	Release the file upload in order to progress it through the BusinessOnline workflow.
Upload Complete	The file has been uploaded successfully to BusinessOnline.	<p>The file has been uploaded successfully to BusinessOnline. No further actions are required.</p> <p>Note that records may be subject to further processing by other systems or payment schemes (for example by BACS) after the file has been uploaded successfully to BusinessOnline.</p>
Upload Successful	The file has been uploaded successfully to BusinessOnline.	<p>The file has been uploaded successfully to BusinessOnline. No further actions are required.</p> <p>Note that records may be subject to further processing by other systems or payment schemes (for example by BACS) after the file has been uploaded successfully to BusinessOnline.</p>

Status for :	Beneficiaries	
Status	Means	Action Required
Under Workflow	The Beneficiary has not been approved yet, and it needs to be approved in order to progress through the BusinessOnline workflow.	Approve the Beneficiary in order to progress it through the BusinessOnline workflow.
Approved	The approval process has been completed for the Beneficiary .	No actions are required. The Beneficiary details may be used for BusinessOnline payments.

File formats and record layouts for files uploaded to BusinessOnline

[File format and record layout - BACS Credit](#)

[File format and record layout - BACS Debit](#)

[File format and record layout - External Funds Transfer \(EFT\)](#)

[File format and record layout - International Beneficiaries](#)

[File format and record layout - UK Beneficiaries](#)

File format and record layout – BACS Credit

A file may contain up to 749 records.

Files should be in CSV (Comma Separated Values) format, with each record on one line and with each field within a record separated from the next field by a comma.

Suffix can be **.csv** or **.txt**.

File Records

Field Name	Min	Max	Type	Mandatory?
Beneficiary Name	1	35	Alphanumeric	Y
Reference	6	18	Alphanumeric	N
Beneficiary Sort Code	6	6	Numeric	Y
Beneficiary Account Number	8	8	Numeric	Y
Amount (See Note 1)	1	12	Numeric	Y
Account Code	1	1	Numeric - value is 0	Y
Transaction Code	2	2	Numeric - value is 99	Y
HMRC Reference (See Note 2)	4	4	Alphanumeric	N

Note 1: Amount

The pence value in the amount should be specified as two digits following the decimal point – for example :

- ten pounds is 10.00
- ten pence is 0.10

Note that 10 or 10.0 would be interpreted as ten pounds.

Note 2: HMRC Reference

The HMRC Reference is provided by either your payroll services supplier or from HMRC.

File format and record layout – BACS Debit

A file may contain up to 749 records.

Files should be in CSV (Comma Separated Values) format, with each record on one line and with each field within a record separated from the next field by a comma.

Suffix can be **.csv** or **.txt**.

File Records

Field Name	Min	Max	Type	Mandatory?
Beneficiary Name	1	35	Alphanumeric	Y
Reference	6	18	Alphanumeric	Y
Beneficiary Sort Code	6	6	Numeric	Y
Beneficiary Account Number	8	8	Numeric	Y
Amount (see note 1)	0	12	Numeric	Y
Account Code	1	1	Numeric - value is 0	Y
Transaction Code	2	2	Numeric - see note 2	Y

Note 1 : Amount

The pence value in the amount should be specified as two digits following the decimal point – for example :

- ten pounds is 10.00
- ten pence is 0.10

Note that 10 or 10.0 would be interpreted as ten pounds.

Note 2 : Transaction Codes

First payment – 01
Regular Payment – 17
Representation – 18
Final Payment - 19

File format and record layout – External Funds Transfer (EFT)

A file may contain up to 749 records.

Files should be in CSV (Comma Separated Values) format, with each record on one line and with each field within a record separated from the next field by a comma.

Suffix can be **.csv** or **.txt**.

Field Name	Min	Max	Type	Mandatory?
Remitter Sort Code	6	6	Numeric	Y
Remitter Account Number	8	8	Numeric	Y
Beneficiary Name	1	35	Alphanumeric	Y
Reference	0	18	Alphanumeric	N
Beneficiary Sort Code	6	6	Numeric	Y
Beneficiary Account Number	8	8	Numeric	Y
Amount (see note 1)	1	13	Numeric	Y

Note 1 : Amount

The pence value in the amount should be specified as two digits following the decimal point – for example :

- ten pounds is 10.00
- ten pence is 0.10

Note that 10 or 10.0 would be interpreted as ten pounds.

File format and record layout – International Beneficiaries

A file may contain up to 1000 records.

Files should be in CSV (Comma Separated Values) format, with each record on one line and with each field within a record separated from the next field by a comma.

Suffix can be **.csv** or **.txt**.

Field Name	Min	Max	Type	Mandatory?
Beneficiary Name	1	35	Alphanumeric	Y
Beneficiary Nick Name	1	35	Alphanumeric	Y
BIC (see note 1)	0	11	Alphanumeric	N
Bank Clearing Code (see note 1)	0	11	Alphanumeric	N
IBAN (see note 2)	0	34	Alphanumeric	N
Account Number (see note 2)	0	34	Alphanumeric	N
Purpose of Payment/ Reference (Line 1)	0	35	Alphanumeric	N
Purpose of Payment/ Reference (Line 2)	0	35	Alphanumeric	N
Purpose of Payment/ Reference (Line 3)	0	35	Alphanumeric	N
Purpose of Payment/ Reference (Line 4)	0	35	Alphanumeric	N
Beneficiary Address Line 1	0	34	Alphanumeric	N
City	0	24	Alphanumeric	N
Country	0	2	Alphanumeric	N
Beneficiary Bank Name (see note 1)	0	35	Alphanumeric	N
Beneficiary Bank Address (see note 1)	0	34	Alphanumeric	N
Beneficiary Bank City (see note 1)	0	34	Alphanumeric	N
Beneficiary Bank Country (see note 1)	0	2	Alphanumeric	N

Note 1 : BIC or Bank Clearing Code

Each record must contain either a BIC or a Bank Clearing Code. Not both.

Where a Bank Clearing Code is used, the Beneficiary Bank Name, Beneficiary Bank Address, Beneficiary Bank City and Beneficiary Bank Country fields must be populated.

Note 2 : IBAN or Account Number

Each record must contain either an IBAN or an Account Number. Not both.

File format and record layout – UK Beneficiaries

A file may contain up to 1000 records.

Files should be in CSV (Comma Separated Values) format, with each record on one line and with each field within a record separated from the next field by a comma.

Suffix can be **.csv** or **.txt**.

Field Name	Min	Max	Type	Mandatory?
Beneficiary/ Payer Name	1	35	Alphanumeric	Y
Beneficiary/ Payer Nick Name	1	35	Alphanumeric	Y
Beneficiary Sort Code	6	6	Numeric	Y
Beneficiary Account Number	8	8	Numeric	Y
Reference	0	18	Alphanumeric	N
Purpose of Payment/ Reference (Line 1)	0	35	Alphanumeric	N
Purpose of Payment/ Reference (Line 2)	0	35	Alphanumeric	N
Purpose of Payment/ Reference (Line 3)	0	35	Alphanumeric	N
Purpose of Payment/ Reference (Line 4)	0	35	Alphanumeric	N
Beneficiary Address Line 1	0	34	Alphanumeric	N
City	0	34	Alphanumeric	N
Country	0	2	Alphanumeric	N

Note : If you do not populate the non-mandatory fields within a record then the record should contain a comma to denote the end of each non-mandatory field **except the last one** – for example :

Beneficiary 1,Nickname 1,820000,00123456,Reference 1,,,,,,

Cut off times and processing timescales for payments to domestic (UK) bank accounts

Payment type	Network	Cut off time for input on Day 1	Payment input on Day 1 is normally received on
Funds Transfer (to transfer funds between your Clydesdale Bank accounts to transfer funds between your Yorkshire Bank accounts)	Internal	23:59	Same day
UK Payment (to transfer funds to other UK Banks) - sent by Faster Payments	Faster Payments	23:59	Same day
UK Payment (to transfer funds to other UK Banks) - sent by CHAPS	CHAPS	17:00	Same day
Multi Fund Transfer (for BACS credits or BACS debits)	BACS	17:10	Day 3

Cut off times and processing timescales for payments to international (non UK) bank accounts

Currency	Network	Cut off time for input on Day 1	Payment input on Day 1 is normally received on
Pounds sterling (GBP)	SWIFT	15:30	Same day
Euro (EUR)	SWIFT	13:15	Same day
US Dollar (USD)	SWIFT	15:00	Same day
Other currencies	SWIFT	14:00	Variable depending on currency
Euro (EUR)	SEPA	15:00	Next day

Countries in the European Economic Area (EEA) are :

Austria	Estonia	Iceland	Luxembourg	Romania
Belgium	Finland	Ireland	Malta	Slovakia
Bulgaria	France	Italy	Netherlands	Slovenia
Cyprus	Germany	Latvia	Norway	Spain
Czech Republic	Greece	Liechtenstein	Poland	Sweden
Denmark	Hungary	Lithuania	Portugal	UK