

UK Payments

Payment types

Within Business Online Banking you are able to make the following types of payment:

- **immediate (faster) payment**
- **Co-operative payment.**

Immediate (faster) payment

The majority of these payments will be processed and accepted by the receiving bank almost immediately. In most cases the money will have cleared and will show on the recipient's bank account within the same day. However, as other banks process their payments differently we cannot guarantee when this money will be credited to the recipient's account.

For a payment of this type to be processed:

- funds must be available
- the amount must not exceed the Faster Payments limit (please refer to the online help text within the Business Online Banking menu options: Create Payment and Create Single Payment, for the latest information about Faster Payment limits).

Please note: Payments will not be processed 'immediately' outside of normal working hours.

Co-operative payment

This is a payment to a beneficiary who holds an account with us. The payment will generally debit and credit on the same working day.

For this type of payment to be processed:

- funds must be available.

Please note: The payment may not be processed on the same day if it is requested outside of normal working hours.

The following payment functions are available in Business Online Banking.

- **payments summary**
- **create payment**
- **create single payment**
- **recurring payments**
- **scheduled payments**
- **approvals (charities only).**

Payments summary

To view a summary of payments created by all users on your account, from your home page select **UK Payments** from the left-hand menu then **Payments Summary**.

| Completed Payments Advanced Search | | | | | | | | | |
|--|--------------|------------------|--------------------------|------------|---------|--------------|------------|------------|--|
| Reference ID | Payment Type | Sending Account | Beneficiary Name | Amount | Status | Receive Date | Send Date | Created By | |
|  905 | XXXXXXXXXXXX | 0000000000000000 | ABCD LTD | GBP 500.00 | Success | 09/07/2010 | 07/07/2010 | USER193 | |

Click on Reference Id to view complete Transaction Details and on Beneficiary name to view Beneficiary Details.

[Details](#) [Copy Payment](#)


- To copy a payment – useful if you wish to make a duplicate payment or repeat a payment request that was previously rejected – select the payment by clicking the button on the left and click **Copy Payment**.
- **Edit** the payment details as required.
- **Click** Submit.

Charity users only

- To cancel a payment which is awaiting approval, select the payment. Click **Cancel**.
- Individual users are not able to cancel payments created by other users on their account. If the original creator is unavailable, the approver needs to reject the payment in order to cancel it.
- Only approvers are able to **Approve** or **Reject** payments.

Create payment

To make a payment to an existing beneficiary, from your home page select **UK Payments** from the left-hand menu then **Create Payment**. (Please refer to the separate guide for how to create a beneficiary.)

| Create Payment | |
|------------------|--|
| Payment Type | XXXXXXXXXXXX |
| Sending Account | 0000000000000000-TRAINING1 |
| Beneficiary Name | ABCD LTD Beneficiary Details |
| Currency | GBP |
| Amount | 500.00 |
| Receive Date | 09/07/2010  |
| Reference | TEST |

[Clear All](#) [Submit](#)

- At the summary screen, check the details are correct.
- Click **Confirm** to continue or **Back** to return to the previous screen.
- Select the **Payment Type**, **Sending Account** and **Beneficiary Name** from the drop-down lists.
- Enter the **Amount** and select the required **Receive Date** using the calendar icon.
- Add a **Reference** for your own records if required.
- Click **Submit** to continue.

Please note: Payments made to an existing beneficiary do not require security token authentication.

Charity users: If the payment requires approval by another user you will be asked to enter their User ID.

Create single payment

To create a single payment to a new beneficiary, from your home page select **UK Payments** from the left-hand menu then **Create Single Payment**. The following **Payments Details** window is displayed.

| Payment Details | |
|------------------------------|-------------------------------------|
| Payment Type * | XXXXXXXXXXXX |
| Sending Account * | 00000000000000-TRAINING1 |
| Beneficiary Name * | Training Foundation |
| Beneficiary Sort Code * | 000000 |
| Beneficiary Account Number * | 00000000 |
| Transaction Details | |
| Currency | GBP |
| Amount * | 2600.00 |
| Receive Date * | 09/07/2010 |
| Reference | Subscription |
| Beneficiary Option | |
| Save New Beneficiary? | <input checked="" type="checkbox"/> |

Clear All Next

- Select the **Payment Type** and choose the correct **Sending Account** from the drop-down list.
- Select your **Payment Type** and **Sending Account** from the drop-down lists.
- Enter your **Beneficiary Name**, **Sort Code** and **Account Number**.
- Fields marked * are mandatory.
- In the **Transaction Details** section, enter the **Amount** and **Receive Date** for your payment – adding a reference for your own records if required.
- If you wish to save the beneficiary's details for future use tick the **Save New Beneficiary** box.
- Click **Next** to continue with the payment.

| Payment Details | |
|----------------------------|--|
| Payment Type | XXXXXXXXXXXX |
| Sending Account | 00000000000000 |
| Beneficiary Name | ABCD LTD |
| Beneficiary Account Number | 00000000 |
| Amount | GBP 500.00 |
| Send Date | 07/07/2010 |
| Receive Date | 09/07/2010 (Send date and receive date are subject to change.) |
| Reference | TEST |


Back Confirm

- At the summary screen, check the details are correct and click **Confirm** or click **Back** to return to the previous screen.
- Authenticate the payment using your security token.

Confirmation Details

Number to enter into your Secure Device

Secure Device PassCode



Security token step by step instructions

- Please check that the last four digits of the beneficiary account match the last four digits of the number in the orange box(if they don't please contact the Customer Contact centre.
- Press the OK/power button on your security token
- Enter your PIN.
- Enter the number from the orange box above and then click the OK/power button.
- Type the passcode from your security token's screen into the white box above.
- Click the blue 'Confirm' button on the screen below.

If you need any further help please view our [common enquiry](#) or [online demo](#).

Important information: The last four digits of the number provided in the yellow box should match the last four digits of the beneficiary's account number. If these numbers do not match please cancel the transaction and contact us.

Charity users: If the payment requires approval by another user you will be asked to enter their User ID.

Recurring payments

Select this option to:

- create a regular payment to a saved beneficiary
- view, amend and cancel an existing recurring payment.

Scheduled payments

Select this option to:

- view payments that are scheduled to be made at a future date
- amend or cancel a future-dated payment.

Approvals (charities only)

Users with approval access should select this option to:

- view payment details
- approve or reject a payment
- view payment history.

Please note: You will need your security token to authenticate the approval or rejection of a payment.

Please call 08457 213 213 if you would like to receive this information in an alternative format such as large print, audio or Braille.

The Co-operative Bank is authorised by the Prudential Regulation Authority and regulated by the Financial Conduct Authority and the Prudential Regulation Authority (No.121885) and holds an Interim Permission in respect of consumer credit activities and subscribes to the Lending Code and the Financial Ombudsman Service.

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