

## UK Payments

### Payment types

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

- **immediate (faster) payment**
- **3 day 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.

#### **3 day payment**

This is a standard payment that will normally leave your account on day one and credit the beneficiary account on day three.

For this type of payment to be processed within three days:

- funds must be available.

**Please note:** The payment process may exceed three days if it is requested 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 payments 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 <span style="float: right;"><a href="#">Advanced Search</a></span>								
Reference ID	Payment Type	Sending Account	Beneficiary Name	Amount	Status	Receive Date	Send Date	Created By
<a href="#">905</a>	3 day payment	0802286502465200	<a href="#">HELLO LTD</a>	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	3 day payment <input type="button" value="v"/>
Sending Account	0802286502465200-TRAINING1 <input type="button" value="v"/>
Beneficiary Name	HELLO LTD <input type="button" value="v"/> <a href="#">Beneficiary Details</a>
Currency	GBP
Amount	<input type="text" value="500.00"/>
Receive Date	09/07/2010 <input type="button" value="calendar"/>
Reference	<input type="text" value="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 *	3 day payment
Sending Account *	0802286502465200 - TRAINING1
Beneficiary Name *	Training Foundation
Beneficiary Sort Code *	775805
Beneficiary Account Number *	11223344
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	3 day payment
Sending Account	0802286502465200
Beneficiary Name	HELLO LTD
Beneficiary Account Number	12345655
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 **81883344**

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.