



# How to...

## Make a payment.

SBS Internet banking guides.



## Step 1. ▶ Select payment option.

To make a payment simply click on the **move money** tab. There are different options in the drop-down menu depending on the type of payment you are making.

The screenshot shows a web interface with a navigation bar at the top containing 'home', 'accounts', 'move money', 'multi-payments', 'estatements', and 'secure message'. The 'move money' tab is selected, and a dropdown menu is open, listing options: 'transfer', 'payment', 'approved payee payment', 'IRD payment', 'transfer history', 'pending payments', 'payees', and 'authorisations'. Below the navigation bar, the 'account manager' section displays the user's name 'Mrs Sample Name' and account number '123456'. Two account cards are visible: 'Transactional' (03-1234-1234567-00) with a current balance of \$500.72 and available funds of \$500.72; and 'i-Save' (03-1234-1234567-01) with a current balance of \$3,037.36 and available funds of \$3,037.36. Orange arrows point from the dropdown options to the explanatory text below.

- ▶ Select **payment** to make a payment to an individual.
- ▶ Select **approved payee payment** to make a payment to an organisation, (Contact Energy, Spark etc).
- To move money between your own accounts, select **transfer**.
- To make a payment to the Inland Revenue Department select **IRD payment**.

## Step 2. ▶ Enter payment details.

If you haven't already added the person or organisation you wish to pay, you will need to add them as a payee. Click on the relevant **+ box**. The details you need to enter may differ slightly depending on the type of payment you are making. If you need further assistance please refer to the '**How to add a new payee guide**'.

Three orange buttons with white text and a plus sign icon are displayed horizontally: '+ ADD PAYEE', '+ ADD APPROVED PAYEE', and '+ ADD IRD PAYEE'.

After you have selected the payment option, fill in the required fields. The payment information may differ depending on the type of payment you are making.

**enter payment details**

1 **account details** 2 confirmation 3 receipt

**enter payee details**

**select from account \***

--- select from account ---

**select payee \***

--- select payment destination ---

**+ NEW PAYEE**

**payment details**

**amount \***

particulars (up to 12 characters long)

code

reference

use different details on my statement

**when**

pay now  
 pay on:  
 make a recurring payment:

if your payment was made after 9:30pm, the recipient will not see it until the next day. Press "continue" to confirm your details, or "cancel" to return to the payments page.

**CONTINUE** **CANCEL**

→ Select the account you want to make the payment from in the drop-down menu.

Select the existing payee or click **+ NEW PAYEE** if you haven't paid this person before. For one-off payments, untick the add to payee list box on the next screen.

Enter the **amount**, **particulars**, **code** and **reference**. These are the details that your payee wants to see on their statement.

→ Choose when to make the payment, **pay now** or **pay on** a future date. If you want this to be an automatic payment select **make a recurring payment**.







Click **CONTINUE**.

Enhanced scam warnings.

Please select the option that reflects what your payment is for.

**what's the payment for?**








**we're asking you this to help protect you from scams.**  
please select one of the following:

-  **PAYING TO YOUR OWN ACCOUNT** >
-  **FRIEND OR FAMILY MEMBER OR PARTNER** >
-  **GOODS PURCHASE** >
-  **HOUSE PURCHASE OR RENT** >
-  **BILL/INVOICE** >
-  **CRYPTOCURRENCY/INVESTMENTS** >

Please select the option that reflects how you received the account information.

**how did you receive the account information?**

please select one of the following:

-  **EMAIL** >
-  **PHONE CALL** >
-  **TEXT MESSAGE** >
-  **SOCIAL MEDIA** >
-  **POST** >
-  **WEBSITE** >
-  **IN PERSON** >

Scam check.

### Scam check



**warning:** criminals might message you pretending to be from a trusted organisation!

to keep your money safe you should:

- please double-check the account number before making a payment to avoid sending funds to the wrong account.
- phishing is a common scam that often involves emails or text messages containing fraudulent details or malicious links. to protect yourself, always check the sender's email address carefully and contact the person or business directly to confirm any payment details before transferring funds. for more information on how to protect yourself from scams, visit our fraud and scams awareness page.

CONTINUE

CANCEL

Click **CONTINUE** to continue your payment confirmation, or **CANCEL** to go back to payment details.

Confirmation of payment.

**confirm payment**

1 account details      2 **confirmation**      3 receipt

**from account**

pay from account	03-1234-0123456-00
account name	transactional
available balance	\$500.72

**to payee**

payee account	03-1234-0123456-02
payee account name	sample account

**transfer details**

payment amount	\$10.00
particulars	from mum
payment due date	31/12/2020
payment frequency	once only

If your payment was made after 9:30pm, the recipient will not see it until the next day.

**CONFIRM**    **CHANGE**    **CANCEL**

→ If you are certain everything is correct, click **CONFIRM**.

## Authenticating the new payee.

If this is the first time you have made a payment to the payee, you will be required to authenticate the payee. This means you will receive a special code to your registered mobile number to ensure it's you setting up the new payee.

**authentication**

1 account details 2 confirmation 3 **security** 4 receipt

<b>authentication type</b>	payment
<b>authentication reference</b>	1qwerty2yu

**authenticate using sms authentication method. this will send a 6-digit code to your mobile phone which you'll need to enter into the box below to complete your transaction.**

**if you have not received your sms authentication code within five minutes, please call us on 0800 727 2265 to speak with a member of our contact centre team.**

**SEND CODE TO MOBILE NUMBER**

**sms authentication code \***

**SUBMIT** **RETURN**

Click **SEND CODE TO MOBILE NUMBER** and you will receive a 6-digit code to your registered mobile number.

Enter the 6-digit code into the **sms authentication code** field and select **SUBMIT**.

Receipt of payment and making other payments.

**payment receipt**

1 account details      2 confirmation      3 receipt

**receipt number**      1234567

**from account**

**pay from account**      03-1234-0123456-00

**account name**      transactional

**available balance**      \$490.72

**to payee**

**payee account**      03-1234-0123456-02

**payee account name**      sample account

**transfer details**

**payment amount**      \$10.00

**particulars**      from mum

**payment due date**      31/12/2020

**payment frequency**      once only

**ANOTHER PAYMENT**

→ To Make another payment, click **ANOTHER PAYMENT**.

You can view or print a receipt by clicking on the transaction in your transaction list.

**transaction list**

select account

current balance \$490.72

search

date range

the last

**transaction details**

your account was debited/credited with the following information:

**transaction date:** 31/12/2020

**transaction type:** payment/transfer

**transaction number:** 012345678

**amount:** -\$10.00

**description:** sample account - 03-1234-0123456-02 from mum

**PRINT**

**completed transactions**

date	transaction type	description	debit/credit	balance
31/12/2020	payment/transfer	<u>sample account: 03-1234-0123456-02 from mum</u>	\$10.00	\$490.72

If you wish to print a receipt, click on the transaction.

When the **transaction details** screen opens, select **PRINT**.

Making a payment to an approved payee.

**payment details**

**amount \***

**particulars (up to 12 characters long)**

please enter your billing account name as per your broadband/fixed line invoice

**code**

please enter your 7 digit customer number which is found at the top right of your invoice. if your number is less than 7 digits add zeros at the front of the number.

**reference**

invoice number found at the top of your invoice

use different details on my statement

**details – my statement \***

To make a payment to an approved payee the process is the same. However, under the **particulars**, **code** and **reference** fields it will specify what details the organisation wants to see on their statement.

Making a payment to the IRD.

**enter IRD payment details**

1 **account details** 2 confirmation 3 receipt

**enter IRD payment details**

**select account \***

--- select from account ---

**select IRD payee \***

12345678 Tax Code:RWT - Resident Withholding Tax

+ NEW IRD PAYEE

EDIT IRD PAYEE

**payment details**

**period end date**

**dd/mm \*** **yyyy \***

--- dd/mm --- --- yyyy ---

**payment amount \***

(\$\$.cc)

use different details on my statement

**when**

pay now

transfer on:

make a recurring transfer:

If your payment was made after 9:30pm, the recipient will not see it until the next day.

If you are unsure about any of the reference details, such as IRD number, Tax Type and/or Period End, please visit <http://www.ird.govt.nz/how-to/making-payments/electronic-payments/>

→ Select the **account** from the drop-down menu.

→ Select the type of tax you are paying, if this is not already set up as a payee select **+ NEW IRD PAYMENT**.

Select the **date** and **year** you are making the payment for. ←

Enter the **payment amount**. ←

Transferring money between your own accounts.

**enter transfer details**

1 **account details** 2 **confirmation** 3 **receipt**

**transfer between my accounts**

**select from account \***

--- select from account ---

**select to account \***

--- select to account ---

**amount \***

**details - their statement**

use different details on my statement

**when**

transfer now

transfer on:

make a recurring payment:

press 'continue' to confirm your details, or 'cancel' to return to the payments page.

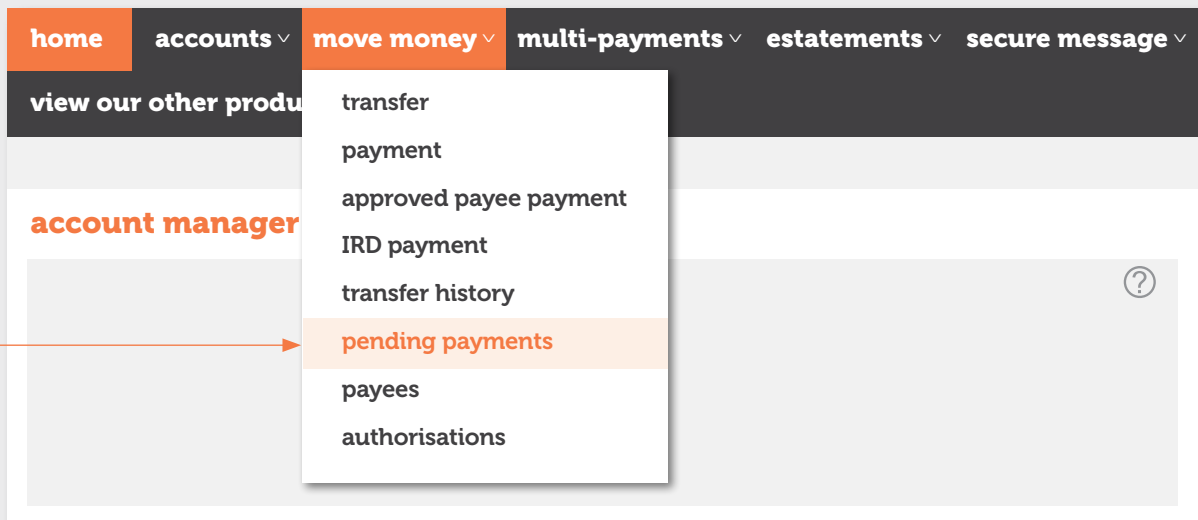
**CONTINUE** **CANCEL**

Select the **account** you want to transfer funds from and to.

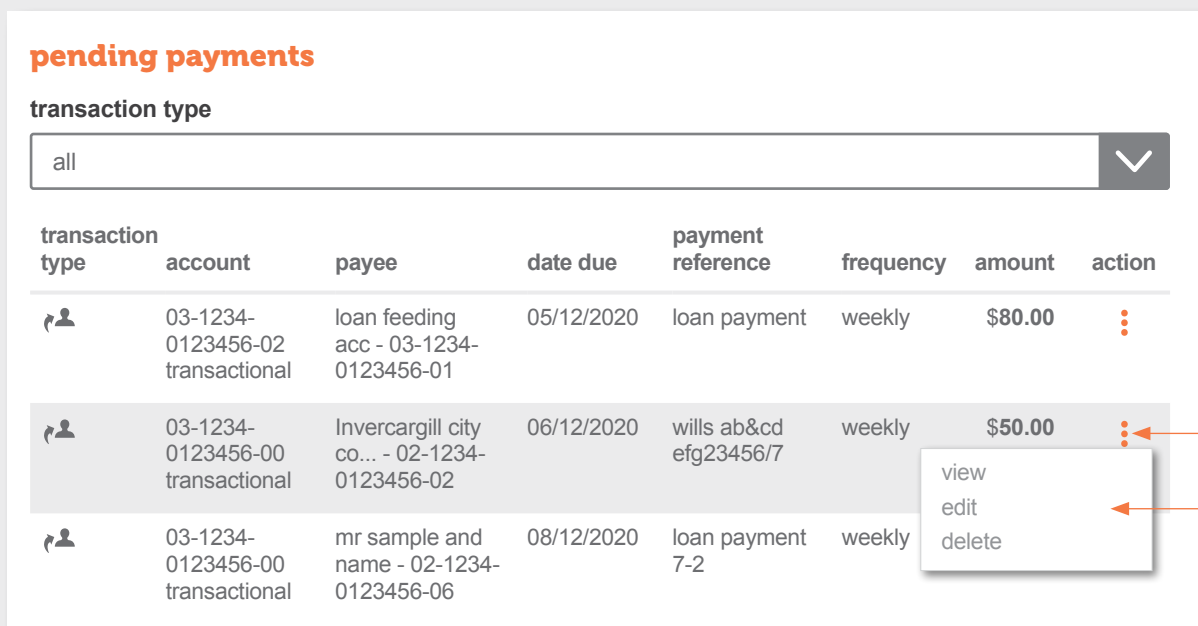
Enter the **amount** and the **details** to appear on their statement.

Select **CONTINUE** to confirm your payment.

How to view and edit an automatic payment.



To view, change or delete an automatic or future dated payment go to the **move money** tab and select **pending payments** from the drop-down menu.



Click on the three orange dots to open the drop down menu.

Select **view** if you want to view the details of your payment. To make changes to the payment select **edit**, and to stop the payment select **delete**.

Change the payment details and select continue.

CONTINUE



### account

select from account \*

transactional 03-1234-0123456-00 available: \$490.72

select approved payee \*

Invercargill city council - rates

+ NEW APPROVED PAYEE

EDIT APPROVED PAYEE

### payment details

amount \*

50.00

particulars (up to 12 characters long)

WILLS AB&CD

surname of ratepayer & first initial (as shown on rate notice)

code

IRA12345/6

billing assessment no. starting with IRA (e.g., IRA12345/6). found directly above the name and address of the ratepayer. inserted in full as shown on the rate notice - include all alpha and numeric characters

reference

this field is not required

use different details on my statement

details – my statement \*

ICC RATES

### when

- pay now
- transfer on:
- make a recurring transfer:

transaction frequency

weekly

starting

28/12/2020

format: dd/mm/yyyy

ending

- continue transfers indefinitely
- stop all transfers after this date:

DD/MM/YYYY

format: dd/mm/yyyy

Confirmation of the changes.

### confirm approved payee payment modification

1 account details      2 confirmation      3 receipt

**from account**

pay from account	03-1234-0123456-00
account name	transactional
available balance	\$490.72

**to payee**

payee account	03-1234-0123456-02
payee account name	Invercargill city council - rates

**transfer details**

payment amount	\$50.00
particulars	wills ab&cd
code	ira12345/6
details – my statement	icc rates
payment due date	28/12/2020
transfer frequency	weekly

if your payment was made after 09.30pm or at the weekend, the recipient will not see it until the next business day.

**CONFIRM**      CHANGE      CANCEL

→ If you are certain everything is correct, click **CONFIRM**.

## Check out our full range of 'How to' guides:

[Log in and set up your password](#)

[View accounts, balances and transaction history](#)

[Add a new payee](#)

[Make a payment](#)

[Set up multi-payments](#)

[View and download statements](#)

[Authorise transactions for multiple signatories](#)

You can also follow our 'How to' online videos by visiting our website [sbsbank.co.nz/how-to-guides](https://sbsbank.co.nz/how-to-guides)

If you prefer to chat with our friendly team you can give us a call on **0800 727 2265** and we can talk you through it step-by-step.

