



# How to...

## Set up multi-payments.

SBS Internet banking guides.



## Step 1. ► Setting up multi-payments.

A **multi-payment** is a batch payment or a group of payments, here you can:

- Pay more than one payee at a time.
- Create a one-off multi-payment or create and save a template for future payments.
- Import a template from your accounting software, (the file must be in CSV format).

Only payees can be used for multi-payments, registered approved payees cannot be added.

Every new multi-payment will require an sms authentication code.

The screenshot shows a banking app interface. At the top, there is a navigation bar with the following items: 'home', 'accounts', 'move money', 'multi-payments', 'estatements', and 'secure message'. The 'multi-payments' item is highlighted in orange. Below the navigation bar, there is a dropdown menu with three options: 'new multi-payment', 'view multi-payment', and 'multi-payment templates'. The 'new multi-payment' option is highlighted in orange. Below the dropdown menu, there is a search bar with the text 'search'. Below the search bar, there is a card for 'Mrs Sample Name' with the number '123456'. Below the card, there is a table with two rows of account information. The first row is for a 'Transactional' account with the number '03-1234-1234567-00', a current balance of '\$500.72', and available funds of '\$500.72'. The second row is for an 'i-Save' account with the number '03-1234-1234567-01', a current balance of '\$3,037.36', and available funds of '\$3,037.36'. Red arrows point from the 'new multi-payment' option to the text below, and from the 'view multi-payment' and 'multi-payment templates' options to the text below.

Account Type	Account Number	Current Balance	Available Funds
Transactional	03-1234-1234567-00	\$500.72	\$500.72
i-Save	03-1234-1234567-01	\$3,037.36	\$3,037.36

To create a new multi-payment select **new multi-payment** from the drop-down menu.

To view or import a multi-payment from a CSV file, view existing templates, create new templates, edit, delete and process a payment, select **view multi-payment** or **multi-payment templates** from the drop-down menu.

Create a new multi-payment.

### multi-payment details

1 **account details** 2 confirmation 3 receipt

**multi-payment id** a1b2cd3efg4

**select template**

--- optionally choose a template ---

**multi-payment description \***

**select from account \***

eftpos card account 03-1234-0123456-00 available: \$500.72

**process payment on**

15/01/2021

format: dd/mm/yyyy

### payee details

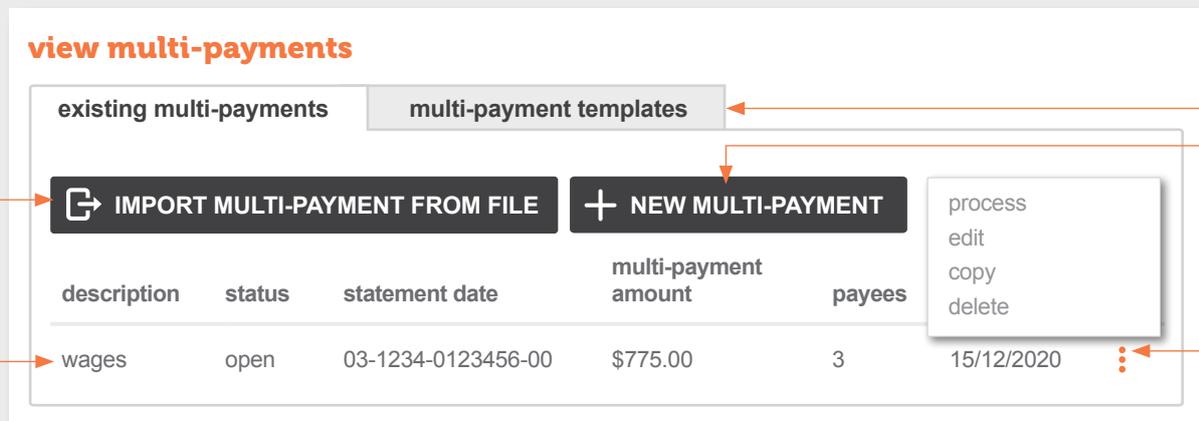
there is no data to display

0 selected total amount \$0.00

press "process multi-payment" to save your changes and submit the multi-payment for processing. press "save and close" to save your changes to the multi-payment and return to the multi-payments page, or press "cancel" to discard your changes from this screen and return to the multi-payments page.

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

To view multi-payment or create a new multi-payment template.



View processed and open multi-payments.

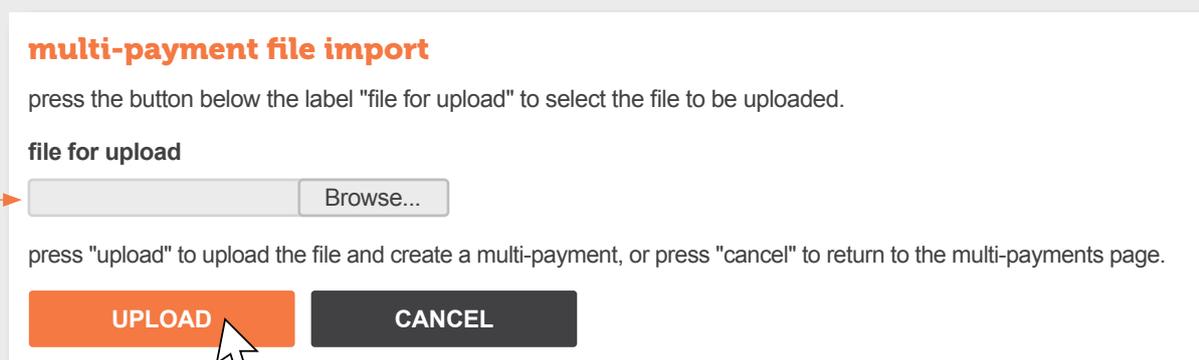
To import a multi-payment from a CSV file click **IMPORT MULTI-PAYMENT FROM FILE**.

Click on the **multi-payment templates** tab to view existing templates.

To create a new template click **+ NEW MULTI-PAYMENT**.

In an open multi-payment, click the three orange dots to **process, edit, copy** or **delete** a processed multi-payment. However, if your payment has already processed there will be an option to 'view receipt'!

To import a multi-payment after selecting:



Select **Browse...** and select the file you wish to upload. Click **UPLOAD**.

The file must be in a CSV format and uploaded from your saved files on your computer, details need to be formatted as set out below.

02-0234-0123456-00	A Sample	500	Poker Face	Cricket	Performance
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Fill in the multi-payment details in the required fields.

**select template**

template: wages

**multi-payment description \***

Wages

**select from account \***

Samples eftpos card account 03-1234-0123456-00 available: \$5,500.72

**process payment on**

15/01/2021

format: dd/mm/yyyy

**payee details**

payee name	account number	particulars	code	reference	amount *
samples account	03-1234-0123456-00	Wages			25.00
names account	02-1234-0123456-02	Wages			150.00

2 selected total amount \$175.00

?

press "process multi-payment" to save your changes and submit the multi-payment for processing. press "save and close" to save your changes to the multi-payment and return to the multi-payments page, or press "cancel" to discard your changes from this screen and return to the multi-payments page.

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

Enter a description and select the account for the funds to be paid from. You also have the option of future dating the payment.

Select the option of adding more payees or creating a new payee.

Click the three orange dots to remove or edit the payee from the payment.

Click to **SAVE AS A TEMPLATE**.

Click to **PROCESS MULTI-PAYMENT**, to **SAVE** payment for later or to **CANCEL**.

To process the multi-payment the confirmation screen will appear.

### confirm multi-payment

1 account details 2 confirmation 3 authentication 4 receipt

please check the details of your multi-payment before proceeding.

**multi-payment id** a1b2cd3efg4

**from account**

**account** 03-1234-0123456-00  
**account name** samples eftpos account  
**available balance** \$5,500.72

**payment details**

**posting date** 15/01/2021  
**multi-payment description** wages  
**total payees** 2  
**total payment** \$175.00

**payee details**

payee name	account number	particulars	code	reference	amount	status
samples account	03-1234-0123456-00	Wages			\$25.00	open
names account	02-1234-0123456-02	Wages			\$150.00	open

if your payment was made after 09.30pm or at the weekend, the recipient will not see it until the next business day.  
press "proceed" to process the multi-payment or press "cancel" to leave the multi-payment process and return to previous page.

**PROCEED** **CHANGE** **CANCEL**

Click **PROCEED** to continue with the multi-payment, **CHANGE** to edit the details, or **CANCEL** to cancel the payment.

## authentication



**authentication type** multi-payment

**authentication reference** wxcat2xys4p

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**, you will then receive a 6-digit code to your registered mobile.
- ▶ Enter the code into the **sms authentication code field** and select **SUBMIT**.

When the payment has processed a payment receipt will be generated.

### multi-payment receipt

1 account details   2 confirmation   3 authentication   4 receipt

**receipt number**                      a1b2cd3efg4  
**multi-payment id**                      a1b2cd3efg4

**from account**

**account**                                      03-1234-0123456-00  
**account name**                              samples eftpos account  
**available balance**                          \$5,500.72

**payment details**

**multi-payment status**                      processed  
**created date and time**                      14/01/2021 09.26  
**posting date**                                  15/01/2021  
**posted date and time**                      15/01/2021 12.38  
**description**                                  wages  
**total payees**                                  2  
**total amount**                                  \$175.00

**payee details**

payee name	account number	particulars	code	reference	amount	status
samples account	03-1234-0123456-00	Wages			\$25.00	processed
names account	02-1234-0123456-02	Wages			\$150.00	processed

press "another multi-payment" to make another transaction.

**ANOTHER MULTI-PAYMENT**

## 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](#)

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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.

