

# *ANZ Internet Banking for Business*

Customer User Guide



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## Learn how to use ANZ Internet Banking for Business to keep track of your accounts, including account activity and interest and charges paid.

Instructions included in this section:

- › Logging on to ANZ Internet Banking for Business
- › Viewing account activity
- › Downloading account activity
- › Viewing Business Credit Card and account activity
- › Customising your account name(s)
- › Viewing a tax invoice
- › Moving between business & personal entities

For instructions on viewing the activity of an Operator, please see **Viewing an Operator's activities** on page 17 of this guide.

### Logging on to ANZ Internet Banking for Business

1. Select **Internet Banking** on www.anz.com. Then click **log on**.
2. Enter your Customer Registration Number (CRN) and Password. Then click **log on**.
3. If you are an Operator, enter your **Operator ID**. Then click **log on**.
4. Once you log on, a message page will display the following:
  - › Your log on information e.g. previous log on date and time
  - › Notification of payments requiring your authorisation (if applicable)
  - › Notification of new SecureMail messages
  - › Details of any processed future-dated payments or transfers
  - › Security tips.

Click **Proceed to Internet Banking** to complete the log on process.

### Viewing account activity

1. Click **Balance and Transactions** on the left-hand menu.

The **Balances and Transaction** page is the first screen you will see once you log on to ANZ Internet Banking for Business.

2. Select an account. Then click the time period of activity you would like to view. Choose between **View Today's History, View Last 7, 14 or 30 Days**.

If there are no transactions for period chosen, you'll receive the following message: **You have no history information for the specified time period**. To continue, select a different time period.

3. To search all or specific transaction types, up to the last 120 days, click **Search Transaction History**. Select the account, a date range (or provide a date range within the last 120 days) and the search option. Then click **Search**.

If there are no transactions for period chosen, you will receive the following message: **You have no history information for the specified time period**. To continue, select a different time period.

### Downloading account activity

1. Click **Balance and Transactions** on the left-hand menu. Then click **Download Transaction History**.

The **Balances and Transaction** page is the first screen you will see once you log on to ANZ Internet Banking for Business.

2. Select an account and a date range (or enter a date range within the last 120 days) in the drop down boxes.
3. Select a required software package in the drop down box. Then click **Download**.

*Please note, you can download your transaction activity into Quicken™, Microsoft Money™, MYOB™, Agrimaster™, Phoenix™, or as a CSV text file.*

4. Select a location on your computer to save the file. If required, rename the file. Then click **OK**.



## Viewing Business Credit Card and Account activity

1. Click **Cards** on the left-hand menu.  
Select a card. You can choose between viewing activities on a card or the Business Credit Card account.  
For the purposes of this guide, select the **Commercial Card Account**. Then click **View Card Statement**.
2. To view:
  - › Activity from a different date range, select a new date in drop down box. Then click **View**.
  - › A different Business Credit Card account or card, use the drop down box. Then click **View**.

## Customising your account name(s)

1. Click **Balance and Transactions** on the left-hand menu.  
The **Balances and Transaction** page is the first screen you will see once you log on to ANZ Internet Banking for Business.
2. Click **Customise Your Account**.
3. Select an account. Then click how you wish to customise your account view. Choose between **Move account up**, **Move account down** and **Rename account**.  
For the purpose of this guide, click **Rename account**.
4. Enter a new account name. Then click **Save**.

*Please note, this feature only customises your view of account names in ANZ Internet Banking for Business. It will not change ANZ's official or legal records. If changes to your account are required, please contact your ANZ Manager or visit an ANZ branch.*

## Viewing a tax invoice

1. Click **Balances and Transactions** on the left-hand menu.
2. Select an account. Then click **View Tax Invoice**.  
Tax invoices are only issued if fees attracting GST have been incurred during the invoice period. If there are no tax invoices for the account selected, you will receive the following message: **There are currently no tax invoices to be viewed**.

## Moving between business & personal entities

To move between your different business entities and personal entities (if applicable), simply select an entity in the drop down box. Then click **Go**.

**Learn about the different ways to make a payment to your employees and suppliers accounts at most Australian Financial Institutions. Plus, learn about paying tax and making a payment to your ANZ Business Credit Card.**

Instructions included in this section:

- › Making a new single payment
- › Making a new multiple payment
- › Making a payment by uploading a file from an accounting software
- › Making a payment using a saved payment template
- › Making a tax payment
- › Making a Business Credit Card payment
- › Purchasing a bank cheque
- › Fixing an unsuccessful payment

## Making a new single payment

1. Choose between **Pay Anyone**, **Pay Bills** and **Payroll Payments** on the left-hand menu.

For the purpose of this guide, click **Pay Anyone**.

2. Select **Create a new single Pay Anyone transfer**. Then click **Continue**.
3. Select the account you would like to make the payment **from** in the drop down menu. Then enter your business name.
4. Select the Payee you would like to make the payment **to** in the drop down menu.

To amend or add a Payee's details, click **Edit Payee List**. Once you are done, click **Back** to return to making your payment. Then select the Payee in the drop down menu.

5. Enter the payment amount and a message.
6. If required, edit the date or select **Recurring transfer** to schedule a regular payment. Then click **Continue**.
7. If you are an Operator, you are required to send the payment for authorisation. Click **Request authorisation**.

If you are an Administrator or Authoriser, to proceed with the payment enter your **Security Device Code**. If this payment requires authorisation from other Administrators or Authorisers, click **Request authorisation**. If no further authorisation is required, click **Authorise**.

## Making a new multiple payment

1. Choose between **Pay Anyone**, **Pay Bills** and **Payroll Payments** on the left-hand menu.

For the purpose of this guide, click **Pay Anyone**.

2. Select **Create a new Multi Pay Anyone transfer**. Then click **Continue**.
3. Select the account you would like to make the payment **from** in the drop down menu. Then enter the date (or pick a date from the calendar) and your business name.
4. Select the Payee you would like to make the payment **to** in the drop down menu.
5. To amend or add a Payee's details, click **Edit Payee List**. Once you are done, click **Back** to return to making your payment. Then select the Payee in the drop down menu.
6. Enter a reference to appear on the payee's statement and the payment amount. Then click **Add to list**.  
To add further payments, repeat Steps 4 - 6.  
If required, change a payment amount by editing the amount box. To delete a payment, click **Remove**.
7. To save as a template for future use, tick **Save this payment as a template**. Enter a template name. Then click **Continue**.
8. If you are an Operator, you are required to send the payment for authorisation. Click **Request authorisation**.

If you are an Administrator or Authoriser, to proceed with the payment enter your **Security Device Code**. If this payment requires authorisation from other Administrators or Authorisers, click **Request authorisation**. If no further authorisation is required, click **Authorise**.



## Making a payment by uploading a file from an accounting software

1. Choose between **Pay Anyone**, **Pay Bills** and **Payroll Payments** on the left-hand menu.  
For the purpose of this guide, click **Pay Anyone**.
2. Select **Import a payment file**. Then click **Continue**.
3. To locate the payment file saved on your computer, click **Browse**. Locate the file you would like to import. Select the file. Then click **Continue**.
4. The Payees from the file that has been imported will appear in the Payee list.  
Select the account you would like to make the payment **from** in the drop down menu. Then enter the date (or pick a date from the calendar) and your business name.
5. To amend or add a Payee's details, click **Maintain Payees**. Once you are done, click **Back** to return to making your payment.
6. To add a payment to the list, select the Payee in the drop-down menu. Enter a reference to appear on your statement and the payment amount. Then click **Add to list**. To add further payments, repeat.  
If required, change a payment amount by editing the amount box. To delete a payment, click **Remove**.
7. To save as a template, tick **Save this payment as a template**. Enter a template name. Then click **Continue**.
8. If you are an Operator, you are required to send the payment for authorisation. Click **Request authorisation**.  
If you are an Administrator or Authoriser, to proceed with the payment enter your **Security Device Code**. If this payment requires authorisation from other Administrators or Authorisers, click **Request authorisation**. If no further authorisation is required, click **Authorise**.

## Making a payment using a saved payment template

1. Choose between **Pay Anyone**, **Pay Bills** and **Payroll Payments** on the left-hand menu.  
For the purpose of this guide, click **Pay Anyone**.
2. Select **Use a previously saved template**. Then click **Continue**.
3. Select the template required. Then click **Make a payment/transfer**.
4. Select an account you would like to make the payment from in the drop down menu. If required, edit the date (or pick a date from the calendar) and your business name.
5. Your Payee's details will be brought in from the template, but can be amended.  
To amend or add a Payee's details, click **Maintain Payees**. Once you are done, click **Back** to return to making your payment.  
To add a payment to the list, select the Payee in the drop down menu. Enter a reference to appear on your statement and the payment amount. Then click **Add to list**. To add further payments, repeat.  
If required, change a payment amount by editing the amount box. To delete a payment, click **Remove**.
6. To save as a new template, tick **Save this payment as a template**. Enter a template name. Then click **Continue**.
7. If you are an Operator, you are required to send the payment for authorisation. Click **Request authorisation**.  
If you are an Administrator or Authoriser, to proceed with the payment enter your **Security Device Code**. If this payment requires authorisation from other Administrators or Authorisers, click **Request authorisation**. If no further authorisation is required, click **Authorise**.

## Making a tax payment

1. Click **Tax Payments** on the left-hand menu.
2. Select the account you would like to make the payment **from** in the drop down menu.
3. Enter your EFT Code (refer to your Tax Payment advice) and the payment amount.
4. If required, edit the date.
5. If you are an Operator, you are required to send the payment for authorisation. Click **Request authorisation**.  
If you are an Administrator or Authoriser, to proceed with the payment enter your **Security Device Code**. If this payment requires authorisation from other Administrators or Authorisers, click **Request authorisation**. If no further authorisation is required, click **Authorise**.



## Making a Business Credit Card payment

1. Click **Transfer between My Accounts** on the left-hand menu.
2. Select the account you would like to make the payment **from** and either the individual Business Credit Card or the Business Credit Account to **receive** the payment in the drop down menus. Then enter the amount.

*Please note, payments made **to** an individual Business Credit Card will only be available to that card and are not available to other cards linked to the same billing account. To make a payment to your billing account, always select the Business Credit Card Account.*

3. If required, edit the date (or pick a date from the calendar) or select **Recurring transfer** to schedule a regular payment. Then click **Continue**.
4. If you are an Operator, you are required to send the payment for authorisation. Click **Request authorisation**.  
If you are an Administrator or Authoriser, to proceed with the payment enter your **Security Device Code**. If this payment requires authorisation from other Administrators or Authorisers, click **Request authorisation**. If no further authorisation is required, click **Authorise**.

## Purchasing a bank cheque

1. Click **Purchase a Bank Cheque** on the left-hand menu.
2. Select the account you would like to make the payment **from** in the drop down menu.
3. Enter the Payee name, the amount and a description.
4. Enter a delivery address for the bank cheque and an address in the event it is undeliverable. Then click **Continue**.
5. If you are an Operator, you are required to send the payment for authorisation. Click **Request authorisation**.

If you are an Administrator or Authoriser, to proceed with the payment enter your **Security Device Code**. If this payment requires authorisation from other Administrators or Authorisers, click **Request authorisation**. If no further authorisation is required, click **Authorise**.

## Fixing an unsuccessful payment

1. Select **Repair Payment/Transfer** on the left-hand menu.
2. Select the payment. Then click **Repair**.

Alternatively, you can click:

- › **View** and review the payment. Then click **Repair**.
- › **Immediately delete payment/transfer**. Then click **OK**.

3. Repair the payment, as required. Then click **Re-submit**.
4. If you are an Operator, you are required to send the payment for authorisation. Click **Request authorisation**.

If you are an Administrator or Authoriser, to proceed with the payment enter your **Security Device Code**. If this payment requires authorisation from other Administrators or Authorisers, click **Request authorisation**. If no further authorisation is required, click **Authorise**.

## Learn how convenient and simple it is to make an international payment.

Instructions included in this section:

- › Registering for International Services
- › Transferring funds overseas
- › Purchasing foreign cash and travellers cheques
- › Purchasing an International draft

### Registering for International Services

Before you can make an international payment, you must register for International Services. You must also be a registered Pay Anyone user.

1. Click **International Services** on the left-hand menu.
2. Read and accept the Terms and Conditions. Then click **Apply**.

*Please note, International Services will be available the next time you login after midnight on the date of application.*

### Transferring funds overseas

1. Click **International Services** on the left-hand menu.
2. Click **Transfer Funds Overseas**.
3. Select a destination country in the drop down menu.
4. Select the Beneficiary you would like to make the payment **to** in the drop down menu. Or, enter the Beneficiary information required. Enter a message (optional). Select a purpose of the transfer in the drop down box. Then click **Continue**.
5. Select the account you would like to make the payment **from** in the drop down menu.
6. Enter the amount you wish to pay in Australian dollars or the desired foreign currency.
7. Click **Calculate** to view the total cost of the transfer including the Issuing Fee in Australian dollars.
8. Enter your delivery details including your ABN (if applicable). Then click **Continue**.
9. Review your request.

If changes are required, click **Back**.

If no changes are required and

- › you are an Operator, you are required to send the payment for authorisation. Click **Request authorisation**.
- › you are an Administrator or Authoriser, to proceed with the payment enter your **Security Device Code**. If this payment requires authorisation from other Administrators or Authorisers, click **Request authorisation**. If no further authorisation is required, click **Authorise**.

### Purchasing foreign cash and travellers cheques

1. Click **International Services** on the left-hand menu.
2. Click **Order Foreign Cash/Travellers Cheques**.
3. Select the account you would like to make the purchase **from** in the drop down menu.
4. Select a transaction type and foreign currency in the drop down box. Enter the amount of foreign currency required. Click **Calculate** to view the total cost including commission in Australian dollars. To purchase the currency selected, click **Add to list**.  
To purchase another foreign currency, repeat.
5. Then click **Continue** to proceed.
6. Click **Branch locator** to find the most convenient ANZ branch to collect your cash/cheques. Enter a collection date (please allow at least four business days) and your contact details. Then click **Continue**.





7. Review your request.

If changes are required, click **Back**.

If no changes are required and

- › you are an Operator, you are required to send the payment for authorisation. Click **Request authorisation**.
- › you are an Administrator or Authoriser, to proceed with the payment enter your **Security Device Code**. If this payment requires authorisation from other Administrators or Authorisers, click **Request authorisation**. If no further authorisation is required, click **Authorise**.

## Purchasing an International draft

1. Click **International Services** on the left-hand menu.

2. Click **Purchase an International Draft**.

3. Select the account you would like to make the purchase **from** in the drop down menu.

4. Enter the Payee's name. Select the currency of draft required. Then enter the amount you wish to pay in Australian dollars or the desired foreign currency.

5. Click **Calculate** to view the total cost of the transfer including the Issuing Fee in Australian dollars.

6. Select a Purpose of Draft in the drop down menu. If other, enter the details.

7. Enter your delivery details including your ABN (if applicable). Then click **Continue**.

8. Review your request.

If changes are required, click **Back**.

If no changes are required and

- › you are an Operator, you are required to send the payment for authorisation. Click **Request authorisation**.
- › you are an Administrator or Authoriser, to proceed with the payment enter your **Security Device Code**. If this payment requires authorisation from other Administrators or Authorisers, click **Request authorisation**. If no further authorisation is required, click **Authorise**.

## Learn how to move money between your accounts linked to ANZ Internet Banking for Business.

Instructions included in this section:

- › Making a single transfer
- › Making a multiple transfer
- › Transferring funds using a saved template

Please note, to move money between business and personal entities accessible with the same logon, see **Making a payment** on page 5.

### Making a single transfer

1. Click **Transfer between My Accounts** on the left-hand menu.
2. Select **Create a new single transfer**. Then click **Continue**.
3. Select the account you would like to make the payment **from** and the business account to **receive** the funds in the drop down menu. Then enter the amount.
4. If required, edit the date or select **Recurring transfer** to schedule a regular transfer. Then click **Continue**.
5. If you are an Operator, you are required to send the transfer for authorisation. Click **Request authorisation**.

If you are an Administrator or Authoriser, to proceed with the transfer, enter your **Security Device Code**. If this payment requires authorisation from other Administrators or Authorisers, click **Request authorisation**. If no further authorisation is required, click **Authorise**.

### Making a multiple transfer

1. Click **Transfer between My Accounts** on the left hand menu.
2. Select **Create a multi payment transfer**. Then click **Continue**.
3. Select an account you would like to make the payment **from** in the drop down menu. Then enter the date (or pick a date from the calendar).
4. Select an account to **receive** the payment in the drop down menu, and enter the amount. Then click **Add to list**.  
To add further transfers, repeat.
5. If required, change a payment amount by editing the amount box. To delete a payment, click **Remove**.
6. To save as a new template, tick **Save this payment as a template**. Enter a template name. Then click **Continue**.
7. If you are an Operator, you are required to send the transfer for authorisation. Click **Request authorisation**.

If you are an Administrator or Authoriser, to proceed with the transfer enter your **Security Device Code**. If this payment requires authorisation from other Administrators or Authorisers, click **Request authorisation**. If no further authorisation is required, click **Authorise**.

### Transferring funds using a saved template

1. Click **Transfer between My Accounts** on the left-hand menu.
2. Select **Use a previously saved template**. Then click **Continue**.
3. Select the template. Then click **Make a payment/transfer**.
4. Select an account you would like to make the payment **from** in the drop down menu. Then enter the date (or pick a date from the calendar).
5. Select an account to **receive** the payment in the drop down menu. Enter the amount. Then click **Add to list**.  
To add further transfers, repeat.
6. If required, change a payment amount by editing the amount box. To delete a payment, click **Remove**.
7. To save as a new template, tick **Save this payment as a template**. Then enter a template name. Then click **Continue**.
8. If you are an Operator, you are required to send the transfer for authorisation. Click **Request authorisation**.

If you are an Administrator or Authoriser, to proceed with the transfer, enter your **Security Device Code**. If this payment requires authorisation from other Administrators or Authorisers, click **Request authorisation**. If no further authorisation is required, click **Authorise**.

## Learn about the different ways to collect a payment from your customers' bank accounts at most Australian Financial Institutions using Direct Debit.

Instructions included in this section:

- › Collecting a new Direct Debit payment
- › Collecting a Direct Debit payment by uploading a file from an accounting software
- › Collecting a Direct Debit payment using a saved payment template

### Collecting a new Direct Debit payment

1. Click **Direct Debit** on the left-hand menu.
2. Click **Create Direct Debit batch manually**.
3. Select the user ID. Then click **Continue**.
4. Check the Direct Debit details.  
If the details are correct, click **Continue**. If the details are incorrect, click **Back**. Then select a different user ID.
5. If required, edit the date (or pick a date from the calendar). Then enter your business name.
6. Select the Client you would like to collect the payment **from** in the drop down menu.  
To amend or add the Client's details, click **Maintain Clients**. Once you are done, click **Back** to return to making your payment. Then select a Client in the drop down menu.
7. Enter a reference to appear on the Client's statement and the payment amount. Then click **Add to list**.  
To add further payments, repeat.
8. If required, change the payment amount by editing the amount box. To delete a payment, click **Remove**.
9. To save as a new template, tick **Save this payment as a template**. Enter a template name. Then click **Continue** to proceed with the payment.
10. If you are an Operator, you are required to send the request to collect from your Clients' accounts for authorisation. Click **Request authorisation**.  
If you are an Administrator or Authoriser, to proceed collecting the payments enter your **Security Device Code**. If collecting the payments requires authorisation from other Administrators or Authorisers, click **Request authorisation**. If no further authorisation is required, click **Authorise**.

### Collecting a Direct Debit payment by uploading a file from an accounting software

1. Click **Direct Debit** on the left-hand menu.
2. Click **Import File**.
3. To locate the payment file saved on your computer, click **Browse**. Locate the file you want to import. Select the file. Then click **Continue**.
4. Select the user ID. Then click **Continue**.
5. Check the Direct Debit details.  
If the details are correct, click **Continue**. If the details are incorrect, click **Back**. Then select a different user ID.
6. If required, edit the date (or pick a date from the calendar). Then enter your business name.
7. To amend or add the Client's details, click **Maintain Clients**. Once you are done, click **Back** to return to making your payment.  
To add a new payment to the list, select a Client in the drop down menu. Enter a reference to appear on Client's statement and the payment amount. Then click **Add to list**. To add further payments, repeat.
8. If required, change the payment amount by editing the amount box. To delete the payment, click **Remove**.
9. To save as a template, tick **Save this payment as a template**. Enter a template name. Then click **Continue**.



10. If you are an Operator, you are required to send the request to collect from your Clients' accounts for authorisation. Click **Request authorisation**.

If you are an Administrator or Authoriser, to proceed collecting the payments enter your **Security Device Code**. If collecting the payments requires authorisation from other Administrators or Authorisers, click **Request authorisation**. If no further authorisation is required, click **Authorise**.

### Collecting a Direct Debit payment using a saved payment template

1. Click **Direct Debit** on the left-hand menu.
2. Click **Create Direct Debit batch using a template**.
3. Select the template. Then click **Set up a Direct Debit**.
4. Select the user ID. Then click **Continue**.
5. Check the Direct Debit details.

If the details are correct, click **Continue**. If the details are incorrect, click **Back**. Then select a different user ID.

6. If required, edit the date (or pick a date from the calendar). Then enter your business name.
7. To amend or add a Client's details, click **Maintain Clients**. Once you are done, click **Back** to return to making your payment.

To add a new payment to the list, select a Client in the drop-down menu. Enter a reference to appear on the Client's statement and the payment amount. Then click **Add to list**. To add further payments, repeat.

8. If required, change the payment amount by editing the amount box. To delete a payment, click **Remove**.
9. To save as a new template, tick **Save this payment as a template**. Enter a template name. Then click **Continue**.
10. If you are an Operator, you are required to send the request to collect from your Clients' accounts for authorisation. Click **Request authorisation**.

If you are an Administrator or Authoriser, to proceed collecting the payments enter your **Security Device Code**. If collecting the payments requires authorisation from other Administrators or Authorisers, click **Request authorisation**. If no further authorisation is required, click **Authorise**.

*Direct Debit is available on application. Eligibility criteria and ANZ's normal credit approval criteria apply.*

## Learn about authorising and rejecting a payment that has been made and requires your approval.

**How do I know if I have a payment requiring my authorisation?** Each time you log on to ANZ Internet Banking for Business, a message page will display important information including any payments requiring your authorisation. Take a moment to read the message page before clicking **Proceed to Internet Banking**.

Instructions included in this section:

- › Viewing the authorisation queue
- › Authorising a payment
- › Sending a payment back to be changed
- › Declining a payment

### Viewing the authorisation queue

1. Click **Authorise Payments/Transfers** on the left-hand menu.

*Please note, Authorise Payments/Transfers can only be accessed by Administrators and Authorisers.*

2. Each payment will have a status associated with it. The status of a payment can be any of the following:
  - › **Pending** – The payment/transfer requires further authorisation.
  - › **Expired** – The payment date for a future-dated payment/transfer has passed, or the payment authorisation period has lapsed. The payment/transfer can no longer be authorised. Payments with a status of ‘expired’ cannot be authorised and must be created again.
  - › **Rejected** – The payment/transfer was rejected by an Administrator or Authoriser and cannot be authorised. Also see **Fixing an unsuccessful payment** on page 7.
  - › **Under Repair** – The payment/transfer has been sent for repair and is currently in the ‘Repair Payment/Transfers’ queue. Only the user who initiated the payment can repair it.

Here you can authorise, send for a repair, view details, reject or immediately delete a payment/transfer.

### Authorising a payment

1. Click **Authorise Payments/Transfers** on the left-hand menu.
2. Select the payment. Enter your Security Device Code. Then click **Authorise**.

*Please note, if the payment/transfer requires further authorisation, it will remain in the authorisation queue as **Pending**.*

3. Once the required number of Signatories have authorised the payment, a lodgement receipt containing details of your lodgement and receipt numbers will be displayed. The lodgement number is your confirmation that the request has been lodged for processing by ANZ. The receipt number is confirmation that your transfer has been processed by ANZ.

If you set up a future-dated transfer, you should log on to ANZ Internet Banking for Business after the transfer date and click on the ‘Past Payment/Transfers’ option to confirm that your transfer has been processed. See **Viewing account activity** on page 3 for assistance.

### Sending a payment back to be changed

1. Click **Authorise Payments/Transfers** on the left-hand menu.
2. Select the payment. Then click **Send for repair**.
3. Enter your reason. Then click **Send for repair**.

### Declining a payment

1. Click **Authorise Payments/Transfers** on the left-hand menu.
2. Select the payment. Then click **Reject**.
3. Enter your reason. Then click **Reject**.

**Learn how to create and manage templates that will save you time when making payments and transfers.**

Instructions included in this section:

- › Adding a payment template
- › Editing a template
- › Renaming a template
- › Using an existing template to create a new template
- › Immediately delete a template

## Adding a payment template

1. Select **Payment Templates** on the left-hand menu.
2. Click **Add a template**.
3. Select the type of template you would like to create. Choose between **Pay Bills**, **Funds Transfer**, **Pay Anyone** or **Payroll** payment template.  
For the purpose of this guide, click **Pay Anyone**.  
Select **Pay Anyone**. Then click **Continue**.
4. Enter template name and your business name.
5. Select a Payee in the drop down box.  
To amend or add a new Payee's details, click **Maintain Payees**. Amend or enter the required details. Then click **Save** to update and return to creating your template.
6. Enter a reference to appear on the Payee's statement and the payment amount. Then click **Add to list**.  
To add further payments, repeat.
7. If required, change a payment amount by editing the amount box. To delete a payment, click **Remove**.  
To finalise the template, click **Save**.

## Editing a template

1. Select **Payment Templates** on the left-hand menu.
2. Select the template. Then click **Edit template**.
3. Amend the template as required.
4. To update the template, click **Save**.

## Renaming a template

1. Select **Payment Templates** on the left-hand menu.
2. Select the template. Then click **Rename template**.
3. Enter the new template name. Then click **Save**.



## Using an existing template to create a new template

1. Select **Payment Templates** on the left-hand menu.
2. Select the template. Then click **Copy template**.
3. Enter a template name.
4. Amend the template as required.
5. To complete new template, click **Save**.

## Immediately delete a template

1. Select **Payment Templates** on the left-hand menu.
2. Select the template. Then click **Immediately delete template**.
3. To confirm request, click **OK**.

## Learn how to create and manage a list of your Payees such as employees and suppliers.

Instructions included in this section:

- › Adding someone to a list
- › Amending an existing list

### Adding someone to a list

1. There are a number of ways to add someone to a list – either by visiting ‘Additional links’ when you click on **Pay Anyone, Bill Pay** or **Payroll**, or by visiting **Update Details**.

For the purpose of this guide, click **Pay Anyone**.

2. Under ‘Additional links’, click **Update Pay Anyone payee list**.
3. Click **Add Payee**.
4. Enter your personal description of the Payee and the Payee’s account number and name. Then click **Save**.

### Amending an existing list

1. There are a number of ways to amend a list – either by visiting ‘Additional links’ when you click on **Pay Anyone, Bill Pay** or **Payroll**, or by visiting **Update Details**.

For the purpose of this guide, click **Pay Anyone**.

2. Under ‘Additional links’, click **Update Pay Anyone payee list**.
3. Select the Payee. Then click the amendment you would like to make. Select between **Edit Payee** and **Immediately delete Payee**.  
For the purposes of this guide, click **Edit Payee**.
4. Edit your personal description of the Payee, and the Payee’s account number and name. Then click **Save**.



## Learn how to provide and manage the access of individuals who can create but not authorise transactions.

Instructions included in this section:

- › Adding a new Operator
- › Amending an Operator's access
- › Viewing an Operator's activities
- › Viewing an Operator's account permissions
- › Resetting an Operator's password

### Adding a new Operator

1. Click **Operator Administration** on the left-hand menu.
2. Click **Add Operator**.
3. Enter the Operator's details including the Operator ID and select the access required. Then click **Continue**.
4. Select the access permissions required for each account. Then click **Continue**.
5. If no changes are required, click **Confirm**.
6. You will be provided with a Master CRN (Customer Registration Number), an Operator ID (as previously nominated) and a temporary password. The Operator is required to enter these details to access ANZ Internet Banking for Business.  
*Please note, the Operator will be required to change the password at their initial log on.*
7. For security purposes, the new Operator's access will initially be locked. To unlock the Operator, select the Operator from the list. Then click **Unlock**.
8. To proceed with unlocking the Operator, click **OK**.

### Amending an Operator's access

1. Click **Operator Administration** on the left-hand menu.
2. Select the Operator. Click the type of amendment you would like to make. Choose between **Edit Operator**, **Unsuspend Operator**, **Immediately delete Operator**, **Lock Operator** and **Unlock Operator**.  
For the purpose of this guide, click **Edit Operator**.
3. Edit the Operator's details as required. Then click **Continue**.
4. Edit the Operator's access permissions as required. Then click **Continue**.
5. Review the changes you have made. This screen outlines the Operator's details and the accounts they have access to. To proceed, click **Confirm**.  
The Operator's profile has been successfully updated. The Master CRN and Operator ID used to log on will be outlined.

### Viewing an Operator's activities

1. Click **Operator Administration** on the left-hand menu.
2. Click **Search activity logs**.
3. Select an Operator (User), the type of activity and the data range within the last 60 days you wish to search. Then click **Search**.



## Viewing an Operator's account permissions

1. Click **Operator Administration** on the left-hand menu.
2. Select the Operator. Click **View account permissions**.
3. This screen outlines the accounts the Operator has access to view and create transactions.

## Resetting an Operator's password

1. Click **Operator Administration** on the left-hand menu.
2. Select the Operator. Click **Reset Operator password**.
3. To proceed with resetting the Operator's password, click **OK**.
4. The Operator's new password will be displayed. This temporary password needs to be provided to the Operator. They will then need to change this password the next time they log on.

### Administrators have access to amend the business's daily payment limit and International Service at any time.

Instructions included in this section:

- › Changing or removing the third party daily payment limit
- › Immediately removing access to International Services

#### Changing or removing the third party daily payment limit

1. Click **Update Details** on the left-hand menu.
2. To change the limit, select your preferred new daily limit. Then click **Change my limit**.

To remove the daily limit, click **Remove Pay Anyone Access**.

*Please note, when you click **Remove Pay Anyone Access**, the third party limit (and the Pay Anyone facility) will be removed immediately.*

If an Administrator increases your daily payment limit, they will receive a Pay Anyone limit action number in the mail. The Administrator will need to ring the ANZ Internet Banking for Business Help Desk on 1800 269 242, 8am to 8pm, Monday to Friday to activate your new limit.

#### Immediately removing access to International Services

1. Click **International Services** on the left-hand menu.
2. Click **Remove International Services**.

*Please note, when you click **Remove International Services**, International Services will be removed immediately.*



## Learn how to make enquiries (such as requesting a replacement Commercial Card) in ANZ Internet Banking for Business.

Instructions included in this section:

- › Sending and receiving a message
- › Making a Commercial Card Enquiry

### Sending and receiving a message

1. Select **SecureMail** on the left-hand menu.
2. Select the message. Then click **Read Message**.
3. To reply, click **Reply to this Message**. Enter your message. Then click **Send**.

To delete, click **Delete this Message**.

To return to SecureMail, click **Back to Inbox**.

**How do I know if ANZ has sent me a message?** When you receive a SecureMail from ANZ, you will receive a message the next time you log on to ANZ Internet Banking for Business.

### Making a Commercial Card Enquiry

1. Click **Contact Us** on the left-hand menu.
2. Click **Commercial Cards Enquiries**.
3. Click the type of enquiry you would like to make. Choose between **Add a charge, Change Card Limits, Request Replacement Card, Cancel Card, Dispute a Transaction, Reward Enquiries and General Commercial Card Enquiries**.

For the purpose of this guide, click **Request Replacement Card**.

4. Select the account in the drop down menu. Then enter the card number the enquiry relates to.
5. Enter your enquiry details.

Tip: Click **Save message** to keep your message if you reach your ANZ Internet Banking for Business time out.

6. To finalise the enquiry, enter your contact details. Then click **Submit**.

For further information and support, please contact the ANZ Internet Banking for Business Help Desk on 1800 269 242, 8am to 8pm, Monday to Friday.

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