

Amending international beneficiaries.

Follow this guide to amend the details for a beneficiary with an account in a different country from the account the payment will be made.

To perform this procedure, you require **Creator** access to the **Manage beneficiary details** feature and the **Currency** the beneficiary is to receive.

Note: To amend a beneficiary with a status of “A – Authorised” or “P – Partially authorised” your authority level with Online Payments must include “Authoriser”.

- From the left-hand menu, select **Payments > Manage > Beneficiary details**.

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Manage beneficiary details

Manage your payment beneficiary here.

Select office, currency or status as required

Office: Porridge Shop Pty Ltd
 Currency: All currencies
 Status: All
 Search criteria: International

Update list
 Clear
 Reset list parameters

Name	CCY	Account details	Account name	Payment method	Status
<input checked="" type="radio"/> ABC Comp *	USD	12345678	ABC Company	International	A
<input type="radio"/> XYZ Industries	AUD	12345678	XYZ Industries	International	A

Delete Amend Create

- To view a list of international beneficiaries requiring updating:
 - Select **All** from each of the **Office**, **Currency**, and **Status** lists.
 - Select **International** from the **Search criteria** list.
 - Select **Update list**. A list of matching beneficiaries is displayed.
 - Select a beneficiary to update and select **Amend**.

Note: Beneficiaries indicated with an * are linked to recurring payments.

Manage beneficiary details

Amend beneficiary

Enter or change the beneficiary details, as required. All information with an asterisk * is mandatory.

Step 1 - Beneficiary details

Office: Porridge Shop Pty Ltd
 *Name: ABC Comp
 Currency: USD
 Paid from: Australian account(s)
 Locked: ☒ No The amount, description and payment method (where applicable) can be amended when making a payment.
 ☐ Yes Only the description can be amended when making a payment.
 Vostro beneficiary: ☐

Continue

- Update the details as required and then select **Continue**.

Amending beneficiary details

Enter beneficiary's details

Do not trust an email asking you to change beneficiary account details as it could be a scam. Always confirm changes by calling th using an existing number you trust. We may not be able to recover your money if it is a scam.

* Beneficiary country:

* Account number or IBAN: [What is an IBAN?](#)

* Account name: [What is an account name?](#)

Please ensure both the Account number / IBAN and Account name are correct. Incorrect details can cause delays in payments

* Beneficiary's address:

Amount: USD

Description:

This will appear on the beneficiary's statement.

The description must be provided as it is used to process the payment. The information must include an invoice number or underlying commercial reference with the invoice description. If the description is inaccurate or incomplete the payment may be rejected or delayed by the beneficiary bank and associated fees may be incurred.

* Will this payment be going via an [Intermediary bank](#)? ☒ No ☐ Yes

Other banks may convert the proceeds and impose [additional fees and charges](#). For further information, please [contact us](#).

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Step 3 - Beneficiary bank details

4. Update the details as follows:

- Select the **Beneficiary country** where the beneficiary account is held.
- Enter the beneficiary's **Account number** or **IBAN**.
- Enter the beneficiary's **Account name**.
- Enter the beneficiary's full business or residential **address** (not being a post box address).
Address details should include:
 - Street Number or Building Name
 - Street Name
 - City
 - State/Province/Municipality (where not applicable for some countries, enter a dash '-')
 - Postal Code in accordance with the resident country conventions (where not applicable for some countries, enter '00000')
 - Country (from the list provided)
- Enter the **Amount** of the payment, in the destination currency.
- Select a **Reason for payment** from the list where the Beneficiary country requires.
- Enter the **Description** to appear on the beneficiary's bank statement e.g., invoice details.
- Select **Yes** if the payment is going via an **Intermediary bank** and select an Intermediary country from the list.
- Select who should pay **Overseas Bank charges**.
Note: Not available for payments from accounts in Australia.
- Select **Continue**.

Amending beneficiary bank details

Step 3 - Beneficiary bank details

Country:	United States
Currency:	USD
Bank name:	Bank Of America, N.A.
Branch details:	<div></div> <div></div> <div>This may assist the recipient's bank to direct your payment to the correct branch.</div>
Bank city:	New York,Ny
Bank SWIFT / BIC code:	BOFAUS3NXXX
Branch identifier:	/ <div>FW</div> 30 alphanumeric characters
	<div>What is the branch identifier?</div> <div>Clear bank details and search again</div>

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5. Complete the details as follows:

EITHER

- Update the details as required.

OR

- To change the beneficiary bank, select **Clear bank details and search again**.

Finalising the beneficiary details

6. Complete one of the following:

- Select **Send to authorise** to make the beneficiary available for authorisation.

OR

- Where your access also allows you to authorise beneficiaries select **Authorise now**.

OR

- Where your organisation does not require beneficiaries to be authorised select **Submit** to make the beneficiary immediately available for use in future payments.

Send to authorise

Authorise now

Submit

Confirmation

Online Payments displays the **Beneficiary confirmation** screen. If the status of the beneficiary is "Created / unauthorised" or "Partially authorised" authorisation is required before the beneficiary can be used. Ask another user to sign-in and authorise the beneficiary by selecting **Authorise** from the left-hand menu. If the status is "Authorised" the beneficiary is ready to use in payments.