

Amending international beneficiaries.

Follow this guide to amend the details of an international beneficiary.

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: All offices
 Currency: All currencies
 Status: All
 Search criteria: International (requires updating)

Update list
 Clear
 Reset list parameters

Name ▲	CCY	Account details	Account name	Payment method	Status	Last paid
Beneficiary name *	AUD	12345678	Account name	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 (requires updating)** 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.

Step 1 - Beneficiary details

Office: Finance Department

*Name: Beneficiary name

Currency: AUD

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 the beneficiary using an existing number you trust. We may not be able to recover your money if it is a scam.

* Beneficiary bank 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 being made.

* Beneficiary street address: (Post office address is not to be used)

* City:

* Beneficiary address country:

Amount: AUD

* Reason for payment:

Description:

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 bank 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 **street address** (not being a post box address). Address details should include:
 - Street Number / Building Name / Street Name
 - City / State / Postcode
 - Country (from the list provided)
- Enter the **Amount** or leave as zero if the beneficiary is not locked.
- Select a **Reason for payment** from the list where the Beneficiary bank 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:	Thailand
Currency:	AUD
Bank name:	Bank Of Thailand
Branch street address:	<input type="text"/>
	<small>This may assist the recipient's bank to direct your payment to the correct branch.</small>
Bank city:	Bangkok
Bank SWIFT / BIC code:	BOTHTHBKXXX
Branch identifier:	<input type="text"/> 30 alphanumeric characters
	<small>What is the branch identifier?</small>
	Clear bank details and search again

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.

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.