

# Heartland Internet Banking Pay Multiple Payees User Guide

HEARTLAND  
BANK

This guide provides you with an introduction to the Pay Multiple Payees function on Heartland Internet Banking. You can use this option to Pay multiple saved payees on a single screen, by either:

- a. Either debiting a single account on a single date or
- b. Debit multiple accounts on multiple dates

Pay Multiple Payees requires the Passcode to be completed. The Passcode will be sent to your mobile number after the verify stage.

## Payment cut off times

The cut-off time for Internet Banking payments for overnight processing is 7.00pm on business days. Internet Banking transactions completed before 7.00pm on a business day are processed that night, while transactions processed after 7.00pm will be processed the next business day.

## Authorising Payments

You may have requested that any payments made on your accounts must be authorised by another user before they process. You can view any payments you have awaiting authorisation on your home dashboard or choose the Customer Services – Activity option. For more information please refer to the Authorising payments user guide.

## Pay Multiple Payees

1. Navigate to the Pay Multiple Payees screen, found under the Payments menu.
2. Select the Type of Payment, the options available of screen will vary depending on the selection
  - a. Single Debit Multiple Credit: Will process a single debit on your selected 'From Account'
  - b. Multiple Debit Multiple Credit: You can select multiple accounts to debit and different payment dates
- a. **Single Debit Multiple Credit**

Pay Multiple Payees 02-09-2016 12:21:07 GMT +1200

Type of Payment\*:  Single Debit Multiple Credit  Multiple Debit Multiple Credit

From Account\*: Heartland Everyday 03-1903-002... [View Balance](#)

Description: Wages 2 September 2016

**Pay On:**

Pay Now  02-09-2016

Pay Later

Your Statement:

Particular Code Reference

Total Number of Payments: 4 Total Amount of Payment: 2797.09

**Pay Multiple Payees Recipients**




ID	Choose	Payee Name	Payee Account	Amount	Currency
1	<input checked="" type="checkbox"/>	J Bloggs	01 - 1807 - 0012345 - 000	564.16	NZD
			Bank Branch Account Suffix		
			Their Statement:		
			Wages 2 September		
			Particular: Code: Reference:		
2	<input type="checkbox"/>	A Bloggs	03 - 1351 - 0012346 - 000	867.24	NZD
			Bank Branch Account Suffix		
3	<input type="checkbox"/>	B Bloggs	06 - 0837 - 0012347 - 000	652.78	NZD
			Bank Branch Account Suffix		
4	<input type="checkbox"/>	C Bloggs	38 - 1006 - 0012348 - 000	712.91	NZD
			Bank Branch Account Suffix		

## Load the Payments

1. Select the From Account (account that will be debited)
2. Enter a description, if required
3. Select when to process the payment, either:
  - a. Pay Now (payment will be processed today, dependant on cut off time) or
  - b. Pay Later (select a future date)
4. Enter any other details you may wish to display for this payment.

## HEARTLAND INTERNET BANKING PAY MULTIPLE PAYEES USER GUIDE



5. Enter the payment details:

- Select the Payee Account. Click the  to search for your payee. The payee name and account number will automatically be populated.
- Enter a payment Amount
- Enter the details to show on the payees statement. Click the  to expand or  to collapse
- Repeat above steps for each payment. If you run out of lines click 'Add more' and select how many more rows to add.

The Total number of Payments and Total amount of Payments will automatically calculate based on the transactions entered.

TIP: You may have to scroll to see all available fields.

6. To process the payments click 'Submit'

- The payments will be validated, you can view any errors  or warnings  by clicking on the icon.

### Verify the payments

7. You will then be asked to confirm the payment, either click:

- 'Confirm' (if you wish to proceed),
- 'Change' (to go back and change the payment details) or
- 'X' in the top right corner (to cancel the payment).

### Enter the Passcode

A passcode has been sent to your mobile. This step must be completed within 5 minutes, otherwise the passcode will expire. If you do not receive the passcode please contact us.

- Enter the Passcode on the screen (the passcode is case sensitive)
- Click 'Submit' (to continue)

### Check the payment status

- Accepted = payment has been processed successfully
- Rejected = payment was rejected
- Initiated = payment requires authorisation before it can process. For more information please refer to the Authorising payments user guide.

**b. Multiple Debit Multiple Credit**

Pay Multiple Payees 06-09-2016 15:36:33 GMT +1200

Type of Payment\*:  Single Debit Multiple Credit  Multiple Debit Multiple Credit

Batch Description:

Total Number of Payments:  Total Amount of Payment:

ID	Choose	Payee Name	Payee Account				From Account			
▼ 1		<input type="text" value="Test"/>	<input type="text" value="01"/>	-	<input type="text" value="1807"/>	-	<input type="text" value="0025078"/>	-	<input type="text" value="000"/>	<input type="text" value="Heartland Everyday 03-1351-037..."/>
<b>Pay On</b>			Bank	Branch	Account	Suffix				
			Your Statement:				Their Statement:			
			<input type="text"/>		<input type="text"/>		<input type="text"/>		<input type="text"/>	
			Particular:	Code:	Reference:	Particular:	Code:	Reference:		
▶ 2		<input type="text" value="Test"/>	<input type="text" value="01"/>	-	<input type="text" value="1807"/>	-	<input type="text" value="0025078"/>	-	<input type="text" value="000"/>	<input type="text" value="Heartland Everyday 03-1903-002..."/>
▶ 3		<input type="text" value="Test"/>	<input type="text" value="01"/>	-	<input type="text" value="1807"/>	-	<input type="text" value="0025078"/>	-	<input type="text" value="000"/>	<input type="text" value="Heartland Saver 03-1903-002507..."/>
▶ 4		<input type="text"/>	<input type="text"/>	-	<input type="text"/>	-	<input type="text"/>	-	<input type="text"/>	<input type="text" value="Select"/>
▶ 5		<input type="text"/>	<input type="text"/>	-	<input type="text"/>	-	<input type="text"/>	-	<input type="text"/>	<input type="text" value="Select"/>

**Load the Payments**

1. Enter a description, if required
2. Enter the payment details:
  - a. Select the Payee Account. Click the to search for your payee.
  - b. Select the From Account (account that will be debited)
  - c. Enter a payment Amount
  - d. Select when to process the payment, either:
    - Pay Now (payment will be processed today, dependant on cut off time) or
    - Pay Later (select a future date)
  - e. Enter any other details you may wish to display for this payment. Click the to expand or to collapse
  - f. Repeat above steps for each payment. If you run out of lines click 'Add more' and select how many more rows to add.

The Total number of Payments and Total amount of Payments will automatically populate based on the transactions entered.

TIP: You may have to scroll to the right to see all available fields.

3. To process the payments click 'Submit'

- The payments will be validated, you can view any errors or warnings by clicking on the icon.

ID	Choose	Payee Name	Payee Account				From Account	Amount				
	▶ 1		<input type="text" value="Test"/>	<input type="text" value="01"/>	-	<input type="text" value="1807"/>	-	<input type="text" value="0025078"/>	-	<input type="text" value="000"/>	<input type="text" value="Heartland Saver 03-1903-002507..."/>	<input type="text" value="10000"/>
			Bank	Branch	Account	Suffix						

- Transaction amount 100,000.00 NZD exceeds maximum initiation amount of 25,000.00 NZD (25,000.00 NZD)
- This transaction exceeds the allowed daily limit of 25,000.00 NZD (25,000.00 NZD) assigned to you.
- Transaction will be processed with the next value date of 31/12/2016

**Messages** ✕

Please review Errors and warnings before proceeding.

**Verify the payments**

4. You will then be asked to confirm the payment, either click:
  - a. 'Confirm' (if you wish to proceed),
  - b. 'Change' (to go back and change the payment details) or
  - c. 'X' in the top right corner (to cancel the payment).
  - The payments will be verified, you can view any errors by clicking on the

**Enter the Passcode**

A passcode has been sent to your mobile. This step must be completed within 5 minutes, otherwise the passcode will expire. If you do not receive the passcode please contact us.

5. Enter the Passcode on the screen (the passcode is case sensitive)
6. Click 'Submit' (to continue)

**Check the payment status**



- Accepted = payment has been processed successfully
- Rejected = payment was rejected
- Initiated = payment requires authorisation before it can process. For more information please refer to the Authorising payments user guide.