

goldfields
money

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Business Banking
Help Guide:

Intro to Business Banking

Business Banking is designed to help modern businesses perform their financial tasks at a higher level than what Internet Banking allows. See below a list of features that Business Banking offers:

- **You can set up delegated users.** This means you can set up each of your employees/business partners with their own log in and choose what each delegated user has access to and functions they can perform, within set limits. Need someone to just have a view only access or maybe be able to only create payments but not authorise them? You can do all that!
- **You can create batch payments.** This means you can pay multiple people at once! Have 10 employees? Maybe 100? You can pay them all in one payment!
- **You can also upload aba files!** This eliminates the need to key in payment details by hand, saving you time. Just upload the aba file and press continue!
- **You can also have many to sign (MTS).** This means having one or more users or account holders to authorise a payment. This is a great feature to make your business banking more secure.

To access all of these topics and more, click on the subject line on the contents page,, it will take you right where you need to go!

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Logging In

Now you have your account set up, you can go to our website and log in as you see below:



- **Customer Number:** This contains your 6 digit account number. E.g. 102456 or you may have an 8 digit number that looks something like this: 10001234.
- **Username:** This is specific to the individual user. You can have multiple delegated users and their usernames are not case sensitive. If you have trouble logging into your account with your specific user, feel free to give us a ring on 1300 464 4653.
- **Password:** This is the password unique to every username and login. For resetting this or enabling your account after too many incorrect login attempts, give us a ring.
- **Password Rules:** When setting up a password, it must contain at least one each of the following: 1 Uppercase, 1 Lowercase, 1 Number, 1 Special character and also must be 8 characters long in total.

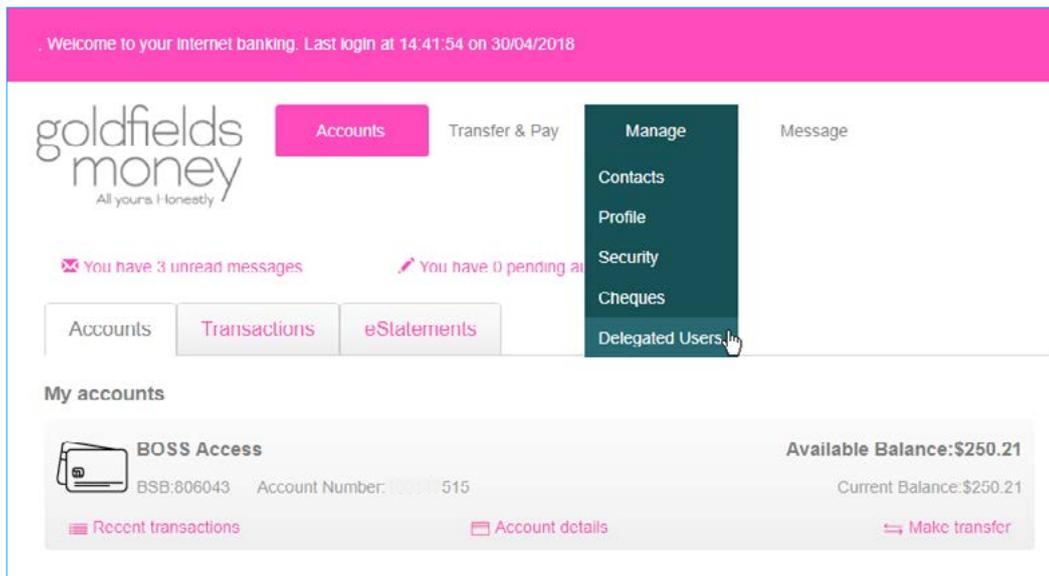
Wait. New account or never used Business Banking before?

If no one is currently set up as an account owner or it is your first time using Business Banking, we'll need one of the account signatories to give us a ring on 1300 GO 4 GOLD so we can get them up and running! From there, the account owner can follow the steps below to get everybody else set up and ready to go.

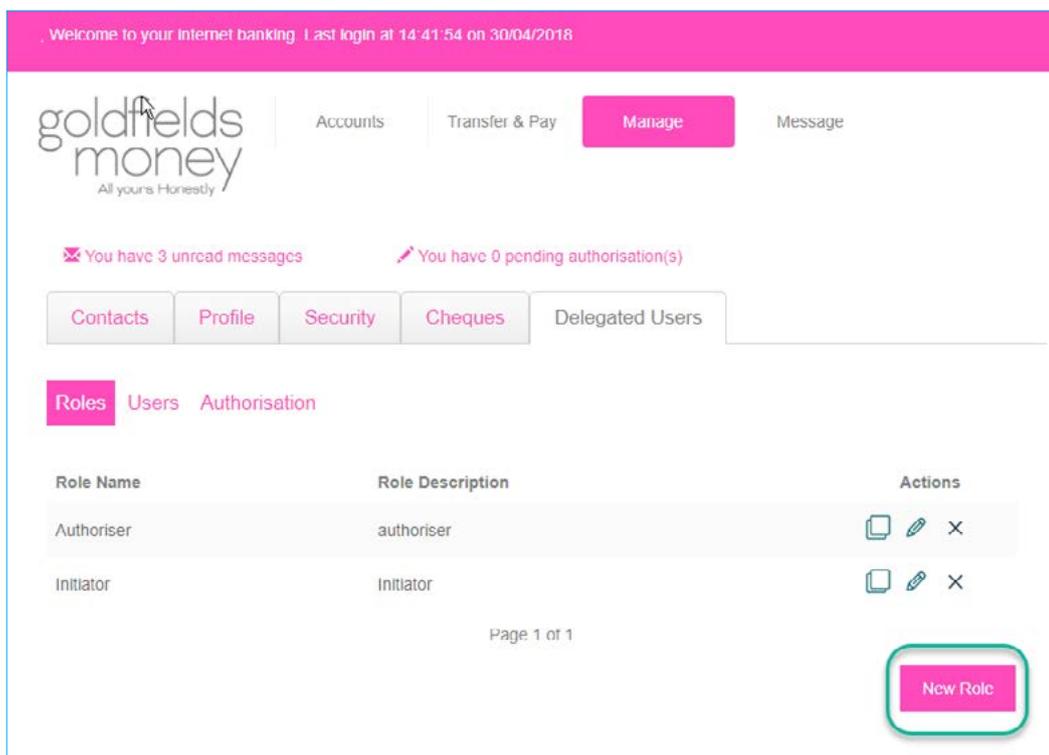
Delegated Users

Setting up a Delegated User

Now to set up the delegated user!



- Once logged in, the account owner then selects from the drop down menus at the top, select: [Manage > Delegated Users](#)



- It will then bring up a page like this. This is where you select to add a new role, or modify an existing role. [Each user must be assigned a role.](#)
- A role determines what a user is able to do within business banking, and can be broken down into view only or authorisation only or all access.

✉ You have 3 unread messages ✎ You have 0 pending authorisation(s)

Contacts Profile Security Cheques Delegated Users

Roles Users Authorisation

Role Details

Role Name*

Role Description*

Transaction Account	Batches	BPAY	Internal	External	Transactions
BOSS Access - 515	None ▼	None ▼	None ▼	None ▼	None ▼

Define role access

Can upload payment files

Can Create Payees

None ▼

- Please Select

None

View Only

Initiator

Auth Only

Auth/ini

What you call the role and descriptor you give is essentially up to you. For example, you can elect to call the role things such as “Treasurer” or “Administration Officer” this is your choice completely. The above is just a guide. When defining a role for a user, you need to choose from the following options: [View only](#), [Initiator](#), [Authoriser only](#), [Authoriser/Initiator](#).

- **Authoriser:** Can only authorise payments not create them
- **Initiator:** Can only create payments and needs someone else to authorise them
- **Auth/ini:** Has the capability to do both at different times - they can initiate a transaction but not authorise but for another transaction they can authorise but not initiate it.
- You can give users a combination of roles for various tasks. For example, if you want someone to be able to authorise internal transfers but only initiate external ones, you now have that option.

Setting up a Delegated User

- Once completed, it should look something like below, but with your selections applied. You can split up the role and vary it for different or multiple delegated users.

The screenshot shows a web interface for setting up a delegated user. At the top, there are navigation tabs: Contacts, Profile, Security, Cheques, and Delegated Users. Below these, there are sub-tabs: Roles, Users, and Authorisation. The 'Role Details' section contains two text input fields: 'Role Name*' with the value 'Authoriser' and 'Role Description*' with the value 'Authoriser'. Below this is a table with columns for Transaction Account, Batches, BPAY, Internal, External, and Transactions. The 'BOSS Access -' row shows 'Auth Only' for Batches, BPAY, Internal, and External, and 'View Only' for Transactions. A green rounded rectangle highlights the bottom row of the table.

Transaction Account	Batches	BPAY	Internal	External	Transactions
BOSS Access -	Auth Only ▼	Auth Only ▼	Auth Only ▼	Auth Only ▼	View Only ▼

Setting up a Delegated User

- Now you have created your user, this is where you choose their specific functions. You can choose what the user has access to and what tasks they have the authority to complete on your behalf.

✉ You have 3 unread messages ✎ You have 0 pending authorisation(s)

Contacts Profile Security Cheques Delegated Users

Roles Users Authorisation

Role Details

Role Name*

Role Description*

Transaction Account	Batches	BPAY	Internal	External	Transactions
BOSS Access -	<input type="text" value="Auth Only"/>	<input type="text" value="View Only"/>			

Define role access

- Can upload payment files
- Can Create Payees
- Can Create Billers
- Can Create Ad Hoc Payments

Define role limits

Setting up a Delegated User

Define role limits

	Transaction Limits*	Daily Limits*
BPAY	20000.00	20000.00
External	20000.00	20000.00
Internal	100000000.00	100000000.00
Member To Member	20000.00	20000.00
Batches	20000.00	20000.00
TTs	20000.00	20000.00

Cancel **Create Role**

- You can also define daily and transaction limits for that specific user.
- Now select "Create Role" in order to make your changes final.

✉ You have 3 unread messages ✎ You have 0 pending authorisation(s)

Contacts Profile Security Cheques Delegated Users

Roles Users Authorisation

Role Name	Role Description	Actions
Authoriser	authoriser	
Initiator	Initiator	

Page 1 of 1

New Role

- Once created, this is the page where you will find the details of that new role you have created in case you need to modify or update it.

Setting up a Delegated User

Now that you have created your new role, you can create a specific user to attach to that role.

For example: You can create an accountant role and then create 3 users (e.g John, Samuel and Shannon) that you attach to that same role. This will mean that they all have the same ability but will have separate log ins.

- **Select** new user to begin.

- **Enter** the user details and select the type of role you wish them to have as well as when you would like them to have access. You can set this to business hours or even include weekends!
- **Username** must be at least 4 digits long.
- **Note:** Usernames are not case sensitive.
- **The password** you choose here will be that user's password once their identity has been verified and authorised as a Business Banking user by us.

Summary

Congrats! You've got a new Delegated User! If the new user is already a customer with us, they need to give us a call with their Client ID number and username handy so we can enable their access. Once enabled, they can log in with the username and password the account owner set them up with! If the new user isn't already a customer with us, the account owner will need to complete this form and return it us via email at info@goldfieldsmoney.com.au so we can ID them before enabling their access. The Account owner will get a secure message within Internet Banking when they are up and running! If you need any help, give us a call on 1300 GO 4 GOLD or email us at info@goldfieldsmoney.com.au

[Return to User Page](#)

Congrats! If this message pops up you've been successful and only have a couple more things to cross off before you're good to go!

- If your new user is already a customer with us, they'll need to give us a ring with their current Customer number, and have the business banking customer number and username handy so we can enable their access. Once enabled they can log in with the details the Account Owner set them up with at the beginning of this process.
- If the new user is not a customer of ours, the Account Owner will need to complete the Delegated User form which is available from www.goldfieldsmoney.com.au/resources/downloads
- The Account Owner will get a secure message in their internet banking when their users are up and running!

Contacts
Profile
Security
Cheques
Delegated Users

Roles
Users
Authorisation

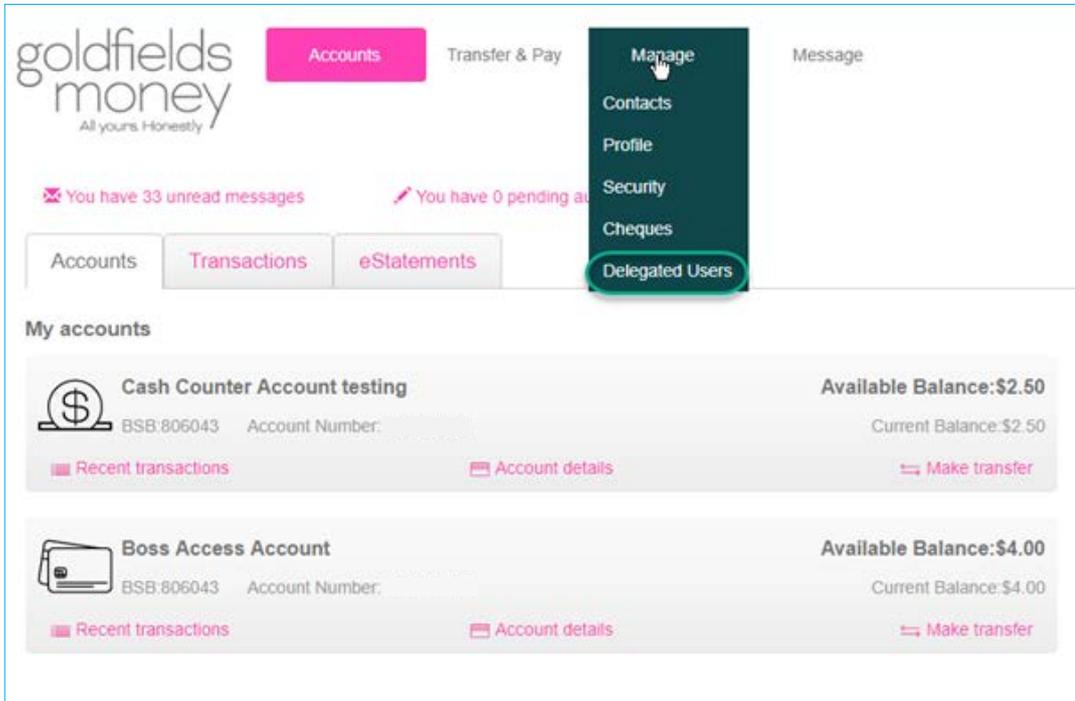
<input type="checkbox"/>	Employee Name	User Name	Employee Role	Start Date	End Date	Status	Actions
<input type="checkbox"/>	Example One	eone	Authoriser	09/05/2018		Active	✎ ✕ 🔒

Page 1 of 1

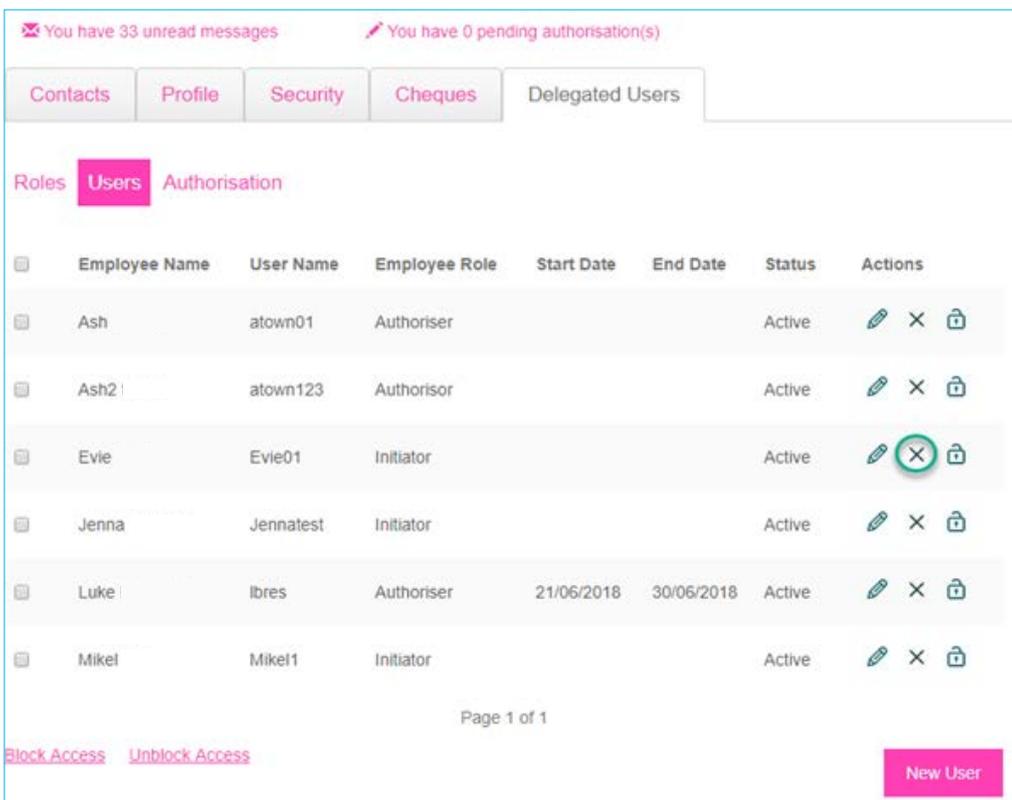
[Block Access](#) [Unblock Access](#)
New User

- Once authorised by Goldfields Money staff, your new user will be available in your Delegated User list like you see here.

Removing a Delegated User



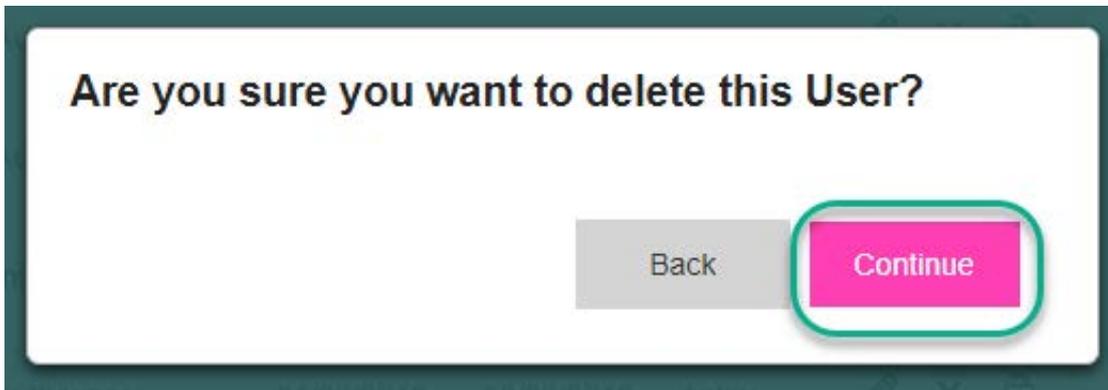
- Select “Manage”
- Then select “Delegated Users”



- To delete your user: Select the X
- To edit your user: Select the Pencil
- To block your user: Select the Lock

Removing a Delegated User

- This popup will appear on your screen. Select "Continue"



- You will see that the user has now been deleted from your list of users.
- You can now go and delete a role, the same way, if you wish too.

NOTE: You cannot delete a role if there are live users attached to them.

✉ You have 33 unread messages ✍ You have 0 pending authorisation(s)

Contacts Profile Security Cheques Delegated Users

Roles **Users** Authorisation

<input type="checkbox"/>	Employee Name	User Name	Employee Role	Start Date	End Date	Status	Actions
<input type="checkbox"/>	Ash	atown01	Authoriser			Active	
<input type="checkbox"/>	Ash2	atown123	Authoriser			Active	
<input type="checkbox"/>	Jenna	Jennatest	Initiator			Active	
<input type="checkbox"/>	Luke	lbres	Authoriser	21/06/2018	30/06/2018	Active	

Page 1 of 1

[Block Access](#) [Unblock Access](#) [New User](#)

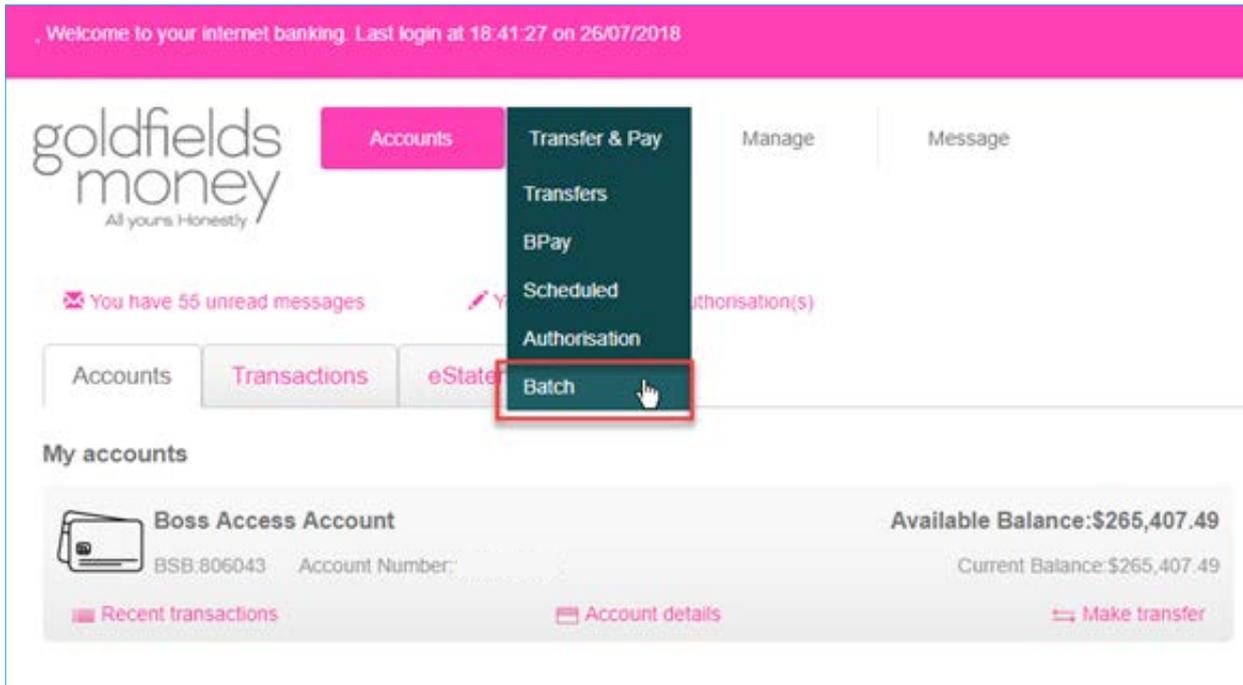
What is Batch Processing?

Batch processing is the use of batch payments to pay multiple payees at once with a lesser amount of work. It allows you to pay all your required payees at once without having to create individual payments.

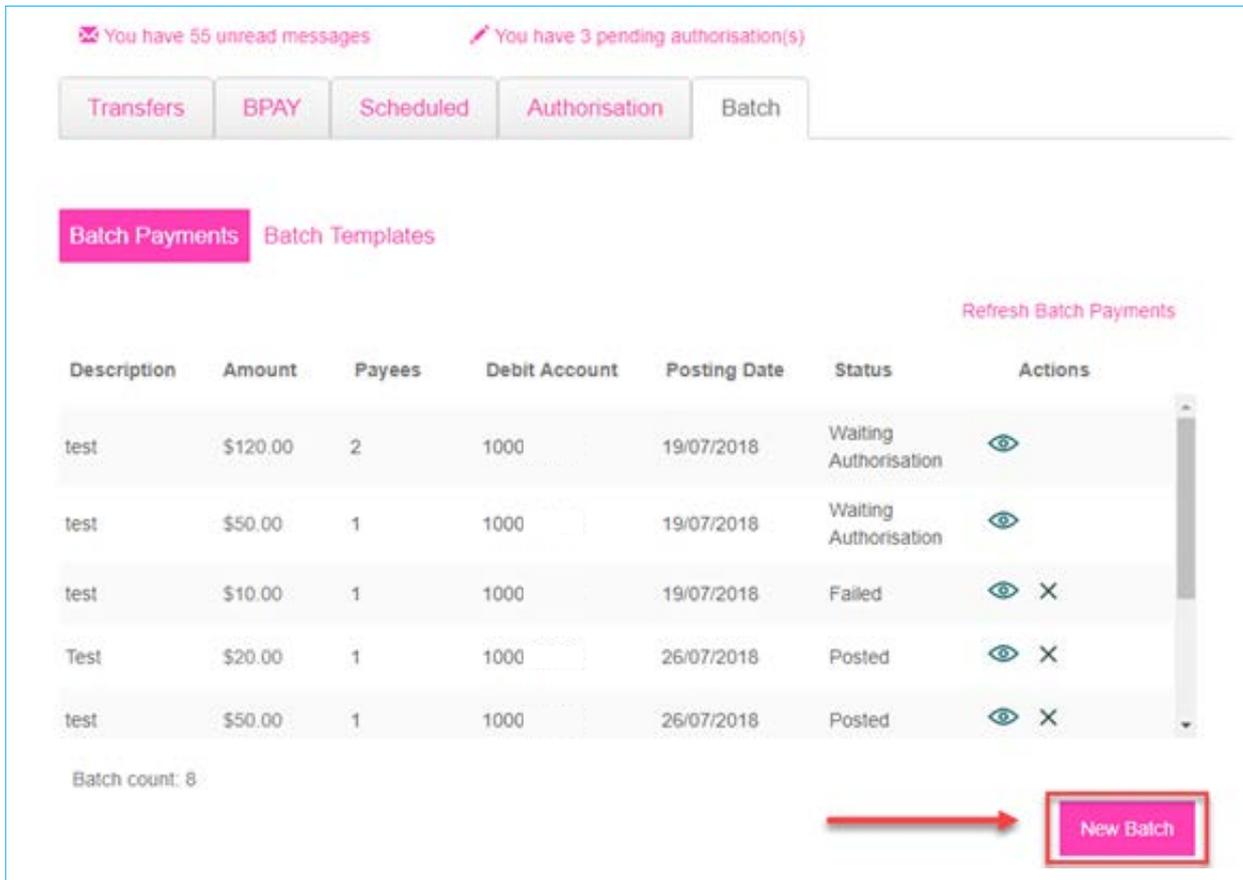
For your regular payments, you can create saved batch templates! This means that if you regularly pay your payees the same amount on a reoccurring basis you can simply select the template at the time you pay them, then it just takes one click to process the transaction! This makes paying your employees or suppliers super easy.

See below some steps on how to make/process a batch payment.

- To create a batch, hover over the "Transfer & Pay" tab, then select "Batch".



- Select "New Batch"



Batch Payments
Batch Templates

Create a new batch payment

Payment details

Source Account* Boss Access Account - 1000 - Available: \$265,407.49

Posting Date* 26/07/2018

Batch details

Batch From* New Templates File

Organisation Name* Name of your organisation
Maximum 50 Characters

Description* Example1
Maximum 26 Characters

Total \$100.00

Fill in the details in each section, here are some notes if you get stuck!

1. Source account: The account the money is coming out of.
 2. Posting date: Can be today's date or a future date.
 3. Batch from: Can create a new batch, select a saved template (this is for regular payment, same suppliers for example), or upload a file (this needs to be in aba format, please see our aba file guide here in our [FAQ section](#) under the business banking tab.
 4. Organisation name: Your organisation.
 5. Description: This is the narrative you will see once the transaction is complete.
 6. Contact Options: This is either a saved contact, or you can input a new one with new BSB and account details.
 7. To: Where you would like the funds to be paid to.
 8. Amount: Amount you wish to pay to that individual payee.
- NOTE:** If you need to adjust your batch payment limits you will need to fill out our form that can be found on our website at <https://www.goldfieldsmoney.com.au/resources/downloads> and email it to info@goldfieldsmoney.com.au.
9. Their description: what they will see on their transaction history/statement.
 10. Now select add contact in order to save that one payment and continue adding more to the same batch. Repeat steps 6-10 for each payee.
 11. When you are done with step 10, you can select continue.

Batch processing

- Then press "Pay Now"

✉ You have 55 unread messages
✍ You have 3 pending authorisation(s)

Transfers
BPAY
Scheduled
Authorisation
Batch

Batch Payments
Batch Templates

Post batch payment

Payment Details

Source Account Boss Access Account - 10000001 - Available: \$265,407.49

Posting Date 26/07/2018

Batch details

Organisation Name Name of your organisation

Description Example1

Total Amount \$100.00

Contact Details

Account Name	BSB	Account Number	Description	Amount
John Smith	806043	10001000	Example1	\$100.00

Save 'Batch' and 'Contact' details to Batch Templates

Back
Pay now

Batch processing

Security Code Required

Hit the **Generate Code** button below and we'll send a security code to your mobile (the one ending in 378).

[Generate Code](#)

Enter the code below and click the **Continue** button. If you don't get your SMS security code, call 1300 GO 4 GOLD and our friendly team can help.

Continue
Cancel

Now select "Generate Code" and enter the secure code sent to you via text then select "Continue".

Batch Payments
Batch Templates

Review Batch Payment

Your Payment has been created and is awaiting approval before being processed

Reference Number	34			
Status	Pending			
Payment Details				
Source Account	Boss Access Account - 100000C1			
Posting Date	26/07/2018			
Batch details				
Organisation Name	Name of your organisation			
Description	Example1			
Total Amount	\$100.00			
Contact Details				
Account Name	BSB	Account Number	Description	Amount
John Smith	806043	10001000	Example1	\$100.00

Return to batch payments

You will receive this confirmation message in green. Now select "Return to batch payments". The batch will complete processing when it has been approved by the Many to Sign process.

Batch processing

- This is where you can see all your created, posted and failed batch payments.

You have 55 unread messages You have 3 pending authorisation(s)

Transfers BPAY Scheduled Authorisation **Batch**

Batch Payments Batch Templates

Refresh Batch Payments

Description	Amount	Payees	Debit Account	Posting Date	Status	Actions
test	\$50.00	1	10000001	26/07/2018	Posted	👁️ ✕
test	\$60.00	1	10000001	26/07/2018	Posted	👁️ ✕
test	\$10.00	1	10000001	26/07/2018	Posted	👁️ ✕
test	\$15.00	1	10000001	26/07/2018	Waiting Authorisation	👁️
Example1	\$100.00	1	10000001	26/07/2018	Posted	👁️ ✕

Batch count: 9

New Batch

- Keep reading to understand what each of the different statuses mean.

Batch Statuses can be complicated so here is a little outline of how they work:

1. Pending

This can take a few minutes to approve. You can press “refresh” to speed up the batch uploader to our Core Banking System.

2. Approved

Once confirmed you will see this message. This means that the payment is going through to processing.

3. Failed

If failed, the reason will be sent to you by secure mail. This could be for a variety of reasons. E.g. insufficient funds or incorrect account details.

4. Waiting authorisation

This means that an authorising user must log in to Business Banking and authorise the payment before the payment is made. Once this is done, it will update the status to either “Pending” or “Approved”

Welcome to your internet banking. Last login at 08:22:49 on 26/07/2018 Logout

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Accounts **Transfer & Pay** Manage Message

You have 46 unread messages You have 1 pending authorisation(s)

Transfers **BPAY** Scheduled **Authorisation** Batch

Batch Payments Batch Templates

Refresh Batch Payments

Description	Amount	Payees	Debit Account	Posting Date	Status	Actions
test	\$10.00	1	10000001	19/07/2018	Failed	
test	\$20.00	1	10000001	24/07/2018	Failed	
test	\$20.00	1	10000001	24/07/2018	Failed	
test	\$20.00	1	10000001	25/07/2018	Failed	
Test	\$20.00	1	10000001	26/07/2018	Posted	

Batch count: 14

New Batch

Manage Contacts
Create, edit and delete your banking contacts.
[Go to contact](#)

Update Profile
Manage your personal information.
[Go to profile](#)

Help
Find out more about Internet Banking.
[Help and support](#)

Got goals?
A personal loan with Goldfields Money can help you to have the freedom to follow your dreams!
Contact us today!

ABA Files

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An ABA File Format is a format that makes creating batch payments so much simpler! It can save you a lot of time when it comes to paying your suppliers, employees and handling your other transactions. We recognise how important this is in making your professional banking a lot easier so we offer this feature on our Business Banking platform. See below a guide to how to use this feature.

How do I set it up?

Your ABA file will be produced by your preferred financial software provider and will contain:

- **A heading row:** This contains information about the payment such as the Financial Institution, who the payment is coming from, the file description and the payment. When choosing your heading – if you get the message “alpha characters” then check the source payment description to only have text and numbers no characters like - / ? \$ etc.

```

0 01CRU Nick Fury 048503PAYRo11 210510
1062-020060132326 500000000100Banner Bruce Bruce Comment 806-043 60041662Nick Fury 00000000
1062-020060027508 500000000200Parker Peter Peter Comment 806-043 60041662Nick Fury 00000000
1062-020051184459 500000000300Starks Tony Tony Comment 806-043 60041662Nick Fury 00000000
1062-020060150203 500000000450Barton Clint Barton Comment 806-043 60041662Nick Fury 00000000
1062-020051355735 500000000750Natasha Romanoff Natasha Comment 806-043 60041662Nick Fury 00000000
1062-020060144690 500000000450Steve Rogers Steve Comment 806-043 60041662Nick Fury 00000000
7999-999 0000002250000002250000000000 000006
  
```

- **Detailed rows:** This contains each payment you want to make and their relevant details including who you want to pay, their account information and the amount you want to pay them as well as the account the money will be paid from. All lines must contain 120 characters.

```

0 01CRU Nick Fury 048503PAYRo11 210510
1062-020060132326 500000000100Banner Bruce Bruce Comment 806-043 60041662Nick Fury 00000000
1062-020060027508 500000000200Parker Peter Peter Comment 806-043 60041662Nick Fury 00000000
1062-020051184459 500000000300Starks Tony Tony Comment 806-043 60041662Nick Fury 00000000
1062-020060150203 500000000450Barton Clint Barton Comment 806-043 60041662Nick Fury 00000000
1062-020051355735 500000000750Natasha Romanoff Natasha Comment 806-043 60041662Nick Fury 00000000
1062-020060144690 500000000450Steve Rogers Steve Comment 806-043 60041662Nick Fury 00000000
7999-999 0000002250000002250000000000 000006
  
```

- **A trailer row:** This contains information about the payment totals and number of payments that are you making.

```

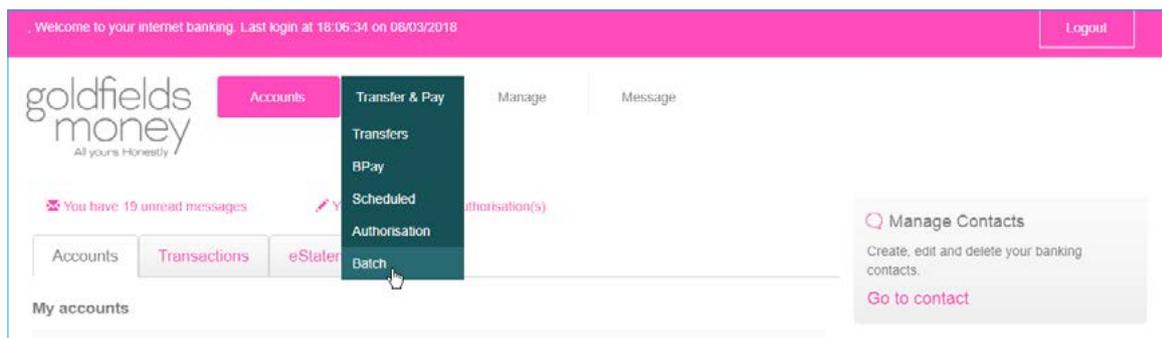
0 01CRU Nick Fury 048503PAYRo11 210510
1062-020060132326 500000000100Banner Bruce Bruce Comment 806-043 60041662Nick Fury 00000000
1062-020060027508 500000000200Parker Peter Peter Comment 806-043 60041662Nick Fury 00000000
1062-020051184459 500000000300Starks Tony Tony Comment 806-043 60041662Nick Fury 00000000
1062-020060150203 500000000450Barton Clint Barton Comment 806-043 60041662Nick Fury 00000000
1062-020051355735 500000000750Natasha Romanoff Natasha Comment 806-043 60041662Nick Fury 00000000
1062-020060144690 500000000450Steve Rogers Steve Comment 806-043 60041662Nick Fury 00000000
7999-999 0000002250000002250000000000 000006
  
```

- **NOTE:** When setting your aba file up on your preferred financial software provider you must answer NO to “Include a Self Balancing Transaction to ABA File”

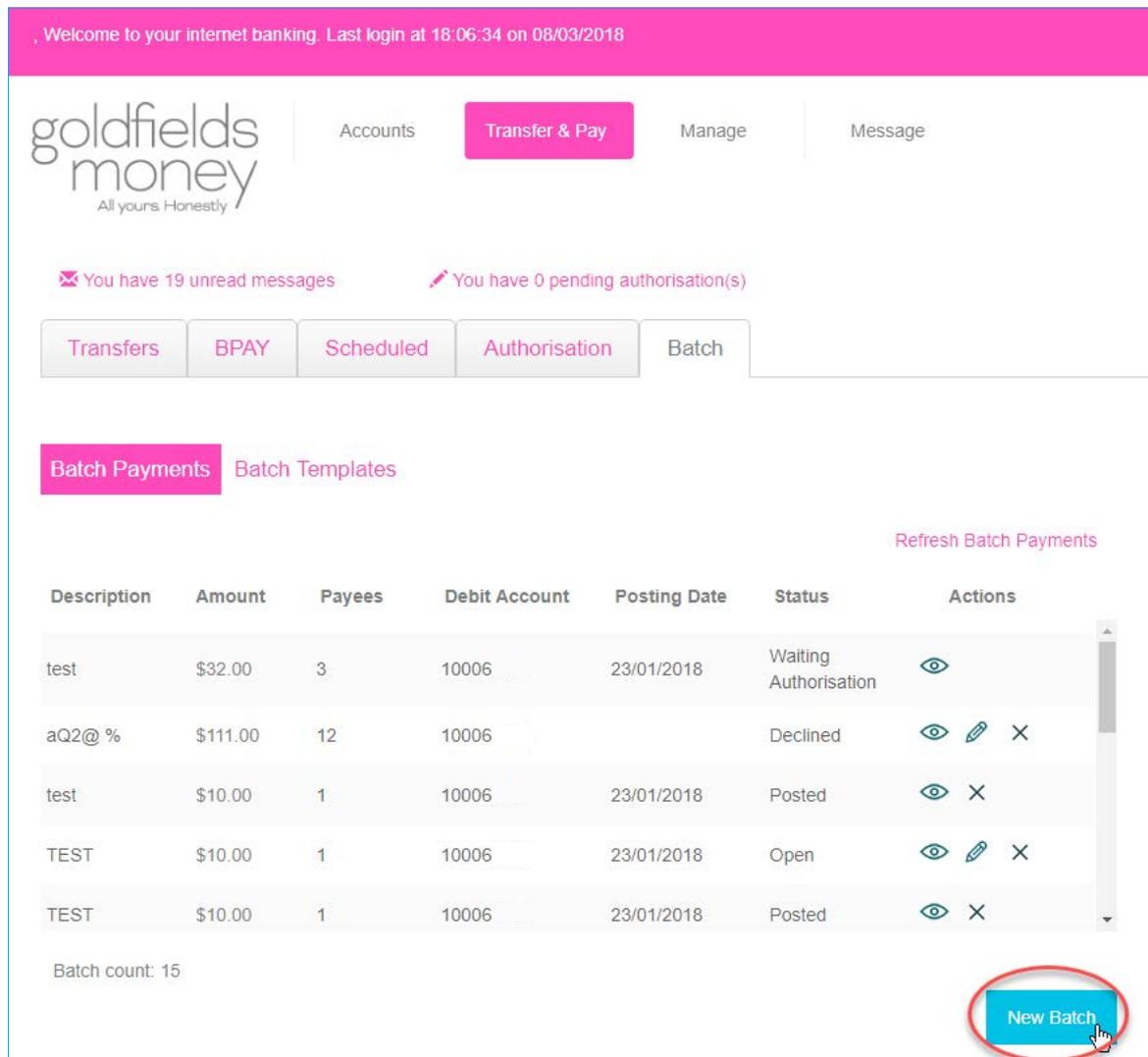
How to import ABA files!

This is super easy! Just jump onto your Business Internet Banking as either an account owner or initiator, log on and follow the steps below.

- **Hover** over the “Transfer & Pay” tab located at the top of the screen and select “Batch”.



- **When** you enter the new screen, shown below, select “New Batch”.



✉ You have 19 unread messages ✍ You have 0 pending authorisation(s)

Transfers BPAY Scheduled **Authorisation** Batch

Batch Payments Batch Templates

Create a new batch payment

Payment details

Source Account* - Please Select

Posting Date* 08/03/2018

Batch details

Batch From* New Templates File

Organisation Name* Maximum 50 Characters

Description* Maximum 26 Characters

Total \$0.00

To complete your payment, run through the following steps:

1. Source account:

The account which you are taking the money from (make sure there are sufficient funds)

2. Posting date:

Either a current or future date

3. Batch from: Select file

4. Select file:

Import your ABA file from your computer > Select Upload (ensure it has the extension .aba)

✉ You have 19 unread messages ✍ You have 0 pending authorisation(s)

Transfers BPAY Scheduled **Authorisation** Batch

Batch Payments Batch Templates

Create a new batch payment

Payment details

Source Account* - Please Select

Posting Date* 08/03/2018

Batch details

Batch From* New Templates File

Select file No file chosen

Organisation Name* Maximum 50 Characters

Description* Maximum 26 Characters

Total \$0.00

5. Continue:

Simply press continue at the bottom of the Batch Payment and process your payment. If you have Many to Sign enabled on your account you will need someone else to authorise the payment!

What file formats are available for the bank statements?

You can download transactions manually to CSV or QIF format if you wish via our online internet banking page. PDF is available as standard.

What does an ABA file look like?

Each line in an ABA file is a “record”. An ABA file has three main records, the “descriptive” record, a “detail” record for each transaction and the “file total record” at the end. The first character position of each new record indicates what type of record it is.

Posting Date	Value Date	Description	Debit	Credit	Balance
--------------	------------	-------------	-------	--------	---------

An ABA record is exactly 120 characters long (excluding new line characters).

Check out [these outlines](#) for the correct format.

Please note :

- You cannot have a debit statement (13) in the file.
- We have noticed examples where the ABA file is created with the accounts to be credited and the last line is a 13 which is where they want the money to be debited from.
- When manually editing an ABA file, total the trailer records.
- Descriptions that have special characters in them like @ or _ can throw errors so best to exclude those in your files.

Common errors?

If you get the error below it's because your file isn't in an aba format. Make sure that the suffix of the file is .aba



	GMY Test aba file	1/03/2018 8:57 AM	TXT File	1 KB
	GMY Test aba file	4/01/2018 11:23 AM	ABA File	1 KB

Welcome to your internet banking. Last login at 15:13:46 on 13/03/2018 Logout

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Accounts **Transfer & Pay** Manage Message

✘ You have 19 unread messages ✎ You have 0 pending authorisation(s)

Transfers BPAY Scheduled **Authorisation** Batch

Batch Payments Batch Templates

Create a new batch payment
File format is incorrect. Please select .aba file

Payment details

Source Account* Teamzone Banking - Available: \$5,054.04

Posting Date* 13/03/2018

Batch details

Batch From* New Templates File

Select file No file chosen

Organisation Name* Nick Fury Maximum 50 Characters

Description* PAYRoll Maximum 25 Characters

Total \$22.50

Manage Contacts
Create, edit and delete your banking contacts.
[Go to contact](#)

Update Profile
Manage your personal information.
[Go to profile](#)

Help
Find out more about Internet Banking.
[Help and support](#)



Get your business growing!

How do I know if my payments have gone through?

Easy! You will be able to view the successful aba file batch payment by going into your batch summary page and seeing the status as “posted”.

Welcome to your internet banking. Last login at 19:40:30 on 13/03/2018

goldfields money All yours. Honestly

Accounts Transfer & Pay Manage Message

You have 21 unread messages

Scheduled (transactions)

Transfers BPay Scheduled Batch

Batch Payments Batch Templates Refresh Batch Payments

Description	Amount	Payees	Debit Account	Posting Date	Status	Actions
TEST	\$10.00	1	10006	23/01/2018	Posted	👁️ ✕
test	\$32.00	3	10006	23/01/2018	Posted	👁️ ✕
TEST	\$10.00	1	10006		Declined	👁️ ✕
PAYRoll	\$22.50	6	10006	23/01/2018	Posted	👁️ ✕
PAYRoll	\$22.50	6	10006	29/01/2018	Posted	👁️ ✕

Batch count: 15

New Batch

Manage Contacts
Create, edit and delete your banking contacts.
Go to contact

Update Profile
Manage your personal information.
Go to profile

Help
Find out more about Internet Banking.
Help and support

Come In WE'RE OPEN
Get your business growing!

How do I know if there has been an error in payment?

This is simple! If your ABA file batch payment fails for any reason you will get a secure mail sent to your Business Banking account with a list of the failed payments. The batch will also display as “failed” in the batch summary page.

- **Successful** payments will not appear in secure mail and will be available in the account’s transaction listing.

Inbox Sent Compose

Full conversation

Subject: Batch Processing Result Date: 27/03/2018

Message:

Batch Processing for batch with id: 2 - 2017128 has completed with the following errors:

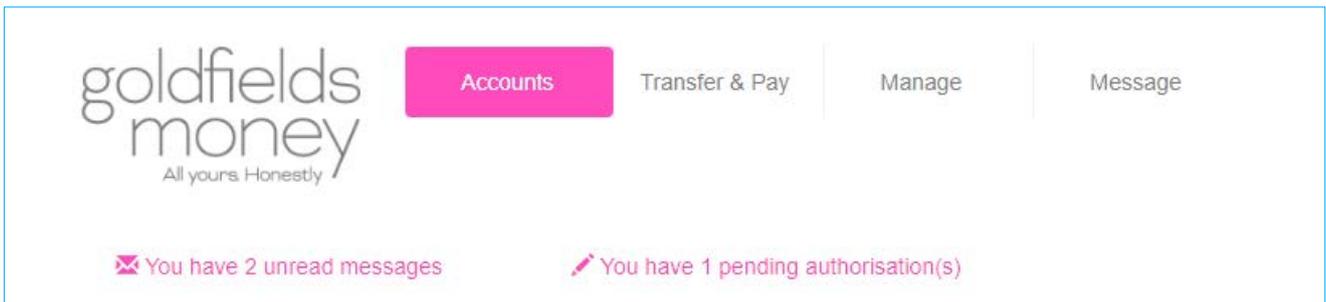
Payment made to P1estAUD Ltd with account number 200300400 for amount of AUD 1.72: FAILED - BSB number 200300 is invalid

Authorising Payments

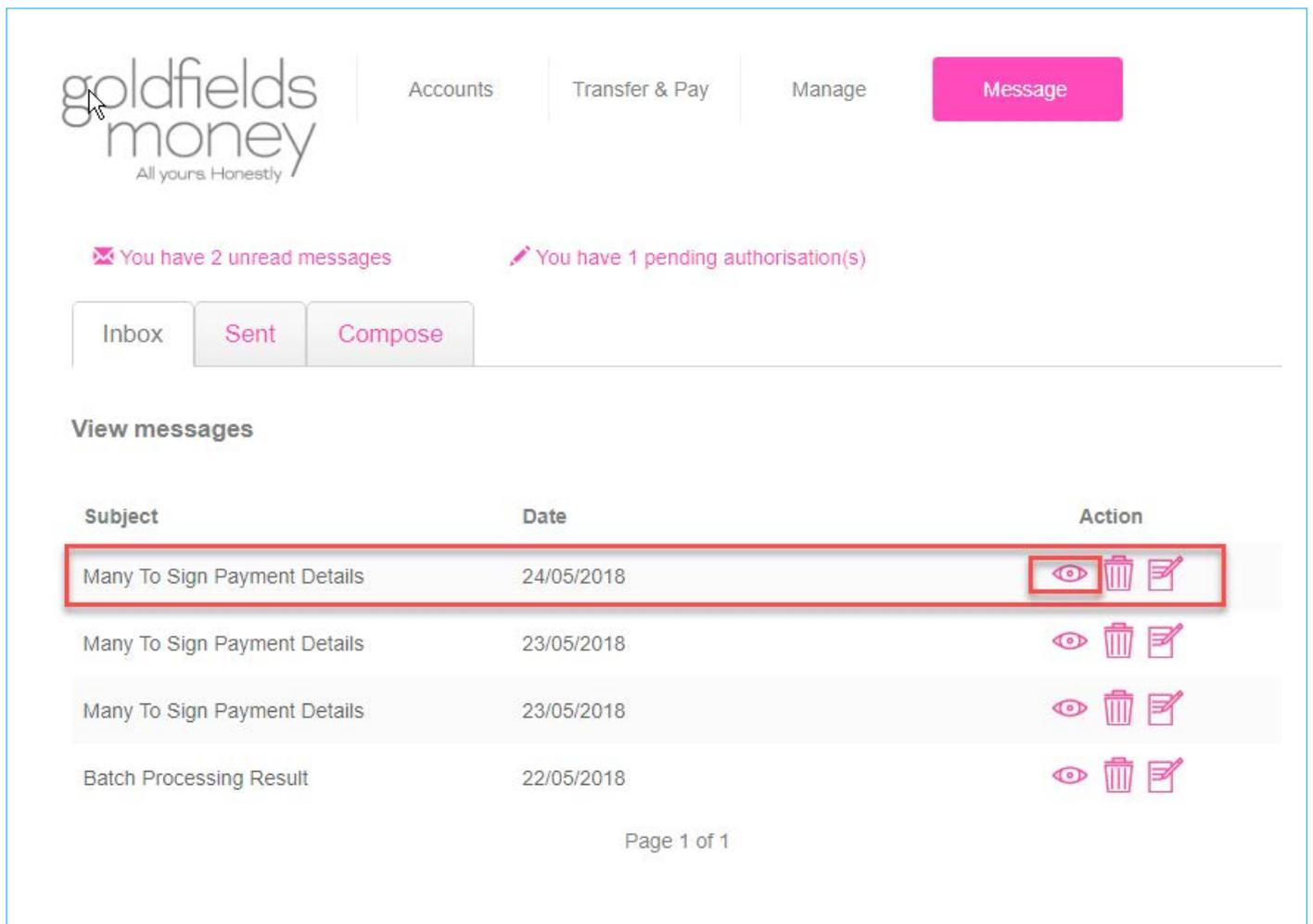
goldfields
money
All yours. Honestly

Follow the steps below for the authorisation process

- **When** the authorising user enters Business Banking, they will see at the top of their screen that they have at least 1 unread message and at least 1 pending authorisation.



- **To get** to this page, please click the pink message “You have 2 unread messages”.
- **Select** the eye icon to view the message in more detail.



How to authorise your payment

- This is what you will see once you select “view message”. You’ll be able to see who initiated the payment and who authorised it in the places that are highlighted green.

Full conversation



Subject: Many To Sign Payment Details

Date: 04/06/2018

Message:

Dear Internet Banking Customer,

This email is to advise that a Many To Sign transaction has been initiated by **Test1** requiring further authorisation to proceed.

Details of the transaction are as follows:

Date : 4/06/2018

Time : 3:30 PM

From : XXXXXX761

To : 806043 XXXXXX469 Same Institution

Payment Date : 4/06/2018

Amount : \$2.00

Authorisers : **Test1, Test2**

Message to Authorisers: Testing GMT-1580

To Approve, Decline or View further details on this transaction please go to the Authorisation in "Transfer & Pay" Menu

Page 1 of 1

Back

✉ You have 1 unread messages ✎ You have 1 pending authorisation(s)

Scheduled Authorisation Batch

Authorise Transaction

From Account	To Account	Amount	Approved	Expiry Date	Actions
Cash Counter - 10019	test	\$2.00	0/2		

Page 1 of 1

- If you select “You have (1) pending authorisation” you will see this screen above.
- Select the eye icon to view it, select the green tick to approve or rubbish bin to delete.
- The “(Approved 0/2)” provides an indication of how many more people are required to approve the transaction before it can be processed.
- **NOTE:** Authorisations are valid for 7 days before they are automatically deleted

Review authorisation

The transaction has been successfully approved and processed

Transaction ID 250
Reference number 7
Transaction Batch
From Account Cash Counter - 10019
To Account test
Amount \$2.00
Description test
Transfer Date 24/05/2018

Account Name	BSB	Account Number	Description	Amount
Test 2fa	806043	10019	test	\$1.00
Test 2fa	806043	10019	test	\$1.00

Authorisation Details
Initiator Dave
Date Created 24/05/2018 04:31:08 PM
Approved 2/2
Authorisers
Pending Authorisers Ash

[Return to authorisations](#)

- **Once** the required amount of people have approved the transaction, you will see this screen and no further action is required.
- **Select** the printer icon in the top right corner to generate/save a transaction receipt. For more info regarding your transaction receipt, please see our FAQs at goldfieldsmoney.com.au/help

Many to Sign (MTS)

MTS: 0/1 Users

This option allows anyone with authorising ability to process a transaction without needing further authorisation. If the user only has initiating ability then they will need another person who does have authorising ability to go in and approve the transaction so it can be processed.

MTS: 2 Users

This means that you need at least two people to authorise a transaction. See the table below for the options of users to process a transaction.

Many to Sign	
Option 1	Option 2
1. User with initiating ability only	1. User with both Initiating and Authorising ability
2. Authorising User	2. Authorising User
3. Authorising User	

Security Code Required

Hit the **Generate Code** button below and we'll send a security code to your mobile (the one ending in 816).

Generate Code

Enter the code below and click the **Continue** button. If you don't get your SMS security code, call 1300 GO 4 GOLD and our friendly team can help.

Enter code here

Continue

Cancel

What is 2 Factor Authentication?

It's much simpler than it sounds we promise!

Two Factor Authentication is an added security feature we offer to keep your money extra safe! You'll receive a text message containing a code when you transact on internet or mobile banking. This includes adding a new payee, doing a batch payment and when you exceed your set daily limit. Simply enter the code into the app or internet banking to proceed with the transaction. Easy right?

What do I do if it doesn't work?

If it doesn't work it usually means that your mobile number hasn't been registered with 2 Factor Authentication in our system, or you may have another number registered with us already. You can double check the last 3 digits listed to confirm its the correct number.

Don't worry though, this is super easy to fix, just give us a call on 1300 464 465 or flick us a message via your secure mail and we will get this working for you ASAP!

Still stuck?

What if I put in some incorrect details?

It is important to check the account number when entering your payment. If the details provided by you are incorrect your transaction may be unsuccessful.

If you are processing a batch payment, you will be able to see this in your "secure messages".

If during a regular transaction, you input the wrong account details it will bounce back into your account within 3 business days. If you do not see this money return, it means that the incorrect account number is to another account which may be incorrect. However, we understand that mistakes can be made. If you accidentally enter the wrong account details and the payment is successfully processed to the account details you provided, then you will need to get in touch with the other bank to let them know. We can't retrieve a payment from another bank, even acting on your behalf.

We hope this helps!

All Yours. Honestly

Goldfields Money

If you're still stuck don't stress!
Just give us a buzz on
1300 464 465.

WA
35
YEARS

