

Payment File Upload Facility

Complete for direct credits processed via a Payment File Upload Facility



To establish/amend a Direct Entry Credit User

Application for a new facility

Amendment to an existing facility - APN Number _____
(previously referred to as APCA or User ID)

Company/Business Name _____

ABN/ARBN/ACN _____

Primary Contact Name _____ Phone _____

Primary Contact Email _____

Secondary Contact Name _____ Phone _____

Please confirm the selected CAN/Customer Number has BOQ Internet Banking access

CAN / Customer Number _____ Internet Banking Facility

Account to be debited for payments made using this facility

Account Title _____

Account Number _____

Account to be debited for fees applicable to the use of this facility As above

Account Title _____

Account Number _____

Authorised Users

Authorised Users can submit Direct Credit transactions through the Bank's Internet Banking service

Authorised User _____ Position _____

Authorised User _____ Position _____

Authorised User _____ Position _____

Authorised User _____ Position _____

I/we understand that when I/we use the Payment File Upload Facility via the Internet Banking service that I/we will be bound by the terms and conditions of use contained in the Electronic Banking Terms and Conditions.

My/ our acceptance of and agreement to the terms and condition of use and applicable fees as per the Business Banking Guide to Fees and Charges will be indicated by my/ our use of the service.

Authorised Signatory Name _____

Signature _____ Date _____

Authorised Signatory Name _____

Signature _____ Date _____

Application must be signed in accordance with the customer's account authority.

Bank Use Only

Branch/Banker – verify signatures and scan/email completed application to the Direct Entry team. (paper copies are not required)

Direct Entry Use

Bank*Link User Name _____ APN Number _____

CRS updated by _____ File Prefix _____

Payment File Upload Facility

Customer Information

Payment File Upload Facility

A Payment File Upload Facility allows business customers to process bulk credit payments by uploading data files (which are generated in their accounting software package) via internet banking.

Credit User Facility

A Payment File Upload Facility allows you to electronically send payments to be credited to accounts at most Australian Financial Institutions (including BOQ).

Cut-off Time

Payment files must be uploaded and authorised prior to the cut off times as advised in the 'Online Banking FAQs' on boq.com.au.

Applying for a Credit User Facility

A BOQ Security Token is required for Payment File Upload Facility and will need to be arranged by your branch.

When an application has been processed, the bank will contact you in writing within 10 business days and provide you with a six-digit APN number.

The APN Number will expire if it has not been used in a 13-month period and must only be used with your nominated account to comply with the Electronic Banking terms and conditions.

Debit Users

This application form is not to be used for customers requiring the ability to Direct Debit their own customers' accounts. Please complete the Debit User Pack to apply for a Direct Debit facility.

Setting your APN Number

In your accounting software, enter your APN Number (may be referred to as APCA or User ID) and ensure the Bank Code has been set to 'BQL' – for Bank of Queensland Limited.

You should now be able to create your first payments (.aba) file in your software.

Creating a Test File

We recommend uploading a \$1.00 test file first to avoid any processing difficulties. The test is to ensure your payment file has the correct formatting, account number and APN Number. The test file will not be processed against your nominated account.

A Direct Entry officer will contact you the same day to confirm your file is correct – or assist you in making the necessary changes before submitting your live payments file.

Uploading Payments

Click the Multi-Payments tab in internet banking and select 'Payments File Upload'. For further information, FAQs and video tutorials are available under 'Online Banking Help and Support' on boq.com.au

Terms, Conditions and Fees

The Business Banking Guide to Fees and Charges and Electronic Banking Terms and Conditions (PDF) are available for review or download at www.boq.com.au/important-information/terms-and-conditions

Recall Payments

If you upload a payments file in error, or one or more transactions in the file have been made in error, we can stop the relevant transactions from being processed.

Please complete the attached Payment File Upload Recall Form and e-mail it to directentry@boq.com.au as soon as possible.

Contact Us

If you have any questions about the process described above please visit the BOQ website at www.boq.com.au for Payment File Upload Facility – Frequently Asked Questions or alternatively phone our Customer Contact Centre on **1300 55 72 72** for assistance during business hours of 8.30am to 5pm Monday to Friday.



Payment File Upload Facility Recall Form

Date _____

To **Domestic & High Volume Payments**

Phone **1300 55 72 72**

Email **directentry@boq.com.au**

(Please complete this form, sign and email to the Bank of Queensland Clearing Services Department, if you need to recall one or more items from a file you have uploaded. This form must be sent to **directentry@boq.com.au** as soon as possible. Refer to Business Banking Guide to Fees and Charges for applicable fees.)

Please complete the following details:

Business Name _____

Contact Name _____ **Contact Phone** _____

APN Number _____ **Date/Time File Uploaded** _____

Please tick one of the changes indicated below

Recall ALL items on my payment/debit file totaling \$ _____

Recall the following item/s on my payment/debit file

BSB	Account Number	Account Name	Recall Amount

Reason for Recall _____

Customer Signature _____ **Date** _____

Print Name _____ **Position** _____

