Business Internet Banking — functionality guide

BANK OF SCOTLAND

It's easy to manage your business finances with Business Internet Banking. Discover what you can do online with our list of useful features below.

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Account administration

Category	Function	Description	Link for more info	Available on Mobile App	Full Access User	Delegate User	View Only User
Account signatories	Add/Remove account signatory (mandate variation)	Change who has authority to sign on behalf of your business (mandate variation) For accounts where Any 1 or Any 2 people need to sign and have mobile no. registered This will add/remove the person on all the business accounts related to the company	Change who can sign	✔	✔	✘	✘
Access to online banking	Delegate access to others	Add or remove users that can access your internet banking account	How to delegate access	✘	✔	✘	✘
	Control user permissions	Control the level of access you want to give each user (e.g. view only)		✘	✔	✘	✘
	Online payment controls	Set payment limits for each user and which users can approve payments		✘	✔	✘	✘
Data sharing	Open Banking data sharing	Control which third party services have been granted access to your account data		✔	✔	✔	✔
Contact details	Change your login details	Update your User ID, password, or memorable information to make it easier to remember. Changing these details will also update your personal internet banking details if you have a Bank of Scotland personal account	Forgotten login details	Change password	✔	✔	✔
	Change your personal details	View and update your personal contact details		✔	✔	✔	✔
	Change business details	Change your business contact details		View only	✔	✘	✘
	Change business email	Update the business email address as part of paper-free settings	More Info	✔	✔	✘	✘
	Change business address	Change your business address		✔	✔	✘	✘
	Online marketing preferences	You can select whether you'd like to see tailored marketing messages within Internet Banking and the business banking app		✔	✔	✔	✔
Help and support	Search help	Search our help tool for information on how to use Business Internet Banking and answers to many banking queries	Help	✔	✔	✔	✔
	Message Us	Use our mobile app chat service to request items like a replacement card, or ask us questions to resolve queries		✔	✔	✔	✔
Account Requests	Track your account requests	You can view and track the status of account requests made online		✘	✔	✔	✔

Products and services

Category	Function	Description	Link for more info	Available on Mobile App	Full Access User	Delegate User	View Only User
Business Current Accounts	View real-time balances	View real-time balance, forecast balance, transactions, and manage up to 150 accounts		✓	✓	✓	✓
	View upcoming payments	View regular payments due to leave your account in the next 31 days		✗	✓	✓	✓
	Search your statements	Search for transactions		✓	✓	✓	✓
	Export transactions to a file	Export transactions in CSV/QIF format (max 1000 per export)		✗	✓	✓	✓
	PDF transaction summary	Download a monthly summary in PDF format (found in 'Statement Options' menu)		✗	✓	✓	✓
	View debit card PIN	See the PIN for your business debit card in the mobile app		✓	✓	✓	✓
	Order replacement card	Order a replacement debit, cashpoint or authentication card, or a card reader		Order via the Message Us option	✓	✓	✓
	Order new cheque book	Order a new cheque book or paying in book			✓	✓	✗
	Order copy statement	Order a duplicate paper copy of a bank statement			✓	✓	✗
	Manage paper-free settings	Choose to receive your business statements and invoices from us online instead of by post	More Info	✓	✓	✗	✗
	View paper-free statements	View and download PDF copies of bank statements and invoices in the Digital Inbox	More Info	✓	✓	✓	✓
Overdrafts	Apply for or amend an overdraft	Enquire to open or amend an overdraft facility *(subject to eligibility)*		✓	✓	✗	✗
Business Credit & Charge Cards	Apply for a new card account	Apply for a new business credit or business charge card account *(subject to eligibility)*	More Info	✗	✓	✗	✗
	View card account details	View business credit and charge card details, credit limits and payment information		✓	✓	✓	✓
	See recent card transactions	See transactions by card and a statement summary for the last 6 months		✓	✓	✓	✓
	Manage card account	Request to add or remove a cardholder from your account		✗	✓	✗	✗
	Request limit change	Request a change to your credit limit		✗	✓	✗	✗
Savings & Deposit Accounts	View deposit accounts	View Fixed Term Deposit and 32-Day Notice accounts		✓	✓	✓	✓
	Update maturity instructions	Update maturity instructions online for your Fixed Term Deposit (Treasury) accounts		✗	✓	✗	✗
	Open a Fixed Term Deposit	Apply to open new Fixed Term Deposit and 32-Day Notice accounts		✓	✓	✗	✗
	Add or withdraw deposits	Add or withdraw funds from your 32-Day Notice Account		✗	✓	✓	✗
	View other savings accounts	View all instant access savings accounts online and transaction history		✓	✓	✓	✓
	Open a savings account	Open and manage an Instant Access Savings account online		✓	✓	✗	✗
Business loans	View loan accounts	View your loan accounts		✓	✓	✓	✓
	Apply for a loan	Apply for new business lending online *(subject to eligibility)*		✗	✓	✗	✗
Other options	Apply for Asset Finance	Get an indicative quote and decision for funding business assets *(subject to eligibility)*	More Info	✓	✓	✗	✗

Make and manage Payments

Category	Function	Description	Link for more info	Available on Mobile App	Full Access User	Delegate User	View Only User
Faster Payments	Make faster payments	Immediate faster payments are limited to £100k each, up to a total of £250k per day		✔	✔	✔	✘
	Manage your payee list	Add, amend and remove payees online		✔	✔	✔	✘
	Make future dated payments	Create and view future dated payments (up to £99,999 each)		✔	✔	✔	✘
	Amend future dated payments	Amend future dated payments (up to £99,999 each)		✘	✔	✔	✘
Bulk payments (Bacs)	Create batch payments	Bulk pay 25 transactions per batch via Bacs – cut off 6pm 2 days before payment		✘	✔	✔	✘
	Manage bulk payments	Request the bulk payment service (a payment limit will be agreed before use of this service)		✘	✔	✘	✘
Cheques	Order new cheque book	Order a new cheque book or paying in book		Request via Message Us	✔	✔	✘
	Request to stop a cheque	Request to stop a cheque and track progress via your account requests		Request via Message Us	✔	✔	✘
	Deposit cheques remotely	Deposit cheques via mobile app – limit £10,000 per cheque (max £10,000 per day)	Step by Step	✔	✔	✔	✘
Direct Debits	View Direct Debits	View Direct Debits		✔	✔	✔	✔
	Cancel Direct Debits	Cancel Direct Debits		✔	✔	✔	✘
Inter Account Transfers	Instant account transfers	Transfer funds between your own accounts within the same business		✔	✔	✔	✘
International	Make international payments	Use your sterling account to pay up to £250k per day in 38 currencies		✔	✔	✔	✘
	Manage international payees	Add, amend and remove international beneficiaries online		✘	✔	✔	✘
Standing Orders	View Standing Orders	View Standing Orders (note there is a max limit of £99,999 per Standing Order)		✔	✔	✔	✔
	Manage Standing Orders	Create, amend and delete Standing Orders		✔	✔	✔	✘
Payment limits	Online payment controls	Set up payment limits for each user and which users can approve the payment		✘	✔	✘	✘
	Maximum payment limits	Limits vary by type of payment – click the link for a full list	View FAQs				

Delegating access to Internet Banking

As an account signatory you can choose who has access to your accounts and the level of access they have.

Account Signatory Levels

Signatory Level	Can have access to Business Internet Banking	Make Payments	Talk to us about the business	Authorise changes (e.g. update address)	Apply for products (e.g. loans or savings)	Link for more info
Full Power signatory	✓	✓	✓	✓	✓	How to change account signatory
Limited signatory	✓	✓	✓	✗	✗	
Not a signatory	✓	✗	✗	✗	✗	

Business Internet Banking User Access Levels

User Access Levels	Account signatory level required	View accounts	Access via Mobile App	Make payments	Open savings	Switch to Paper-Free	Apply for a loan	Link for more info
Full Access User	Must also be Full Power account signatory	✓	✓	✓	✓	✓	✓	How to delegate access
Delegate User	Does NOT need to be an account signatory	✓	✓	✓	✗	✗	✗	
View Only User		✓	✓	✗	✗	✗	✗	

Payment Control Limits or approval for Full Access and Delegate Users

Payment Control Options	Create payments but not approve them	Set maximum transaction limits	1 user can create & make the payment	1 user creates & approves + 1 other approves	1 user creates + 2 others approve	1 user creates & approves + 2 others approve	1 user creates + 3 others approve	Link for more info
Set Individual Limits	✗	✓	Up to their limit	If above first user's limit	✗	✗	✗	View Examples
2 users to approve all payments	✓	✗	✗	✓	✓	✗	✗	
3 users to approve all payments	✓	✗	✗	✗	✗	✓	✓	

Business Internet Banking explainer video