CCFS Online User Guide

AUGUST 2017

HOW TO LOG ON

1. Go to www.ccfsaustralia.org.au this will bring you to the Churches of Christ Financial Services web page
2. Click on Online Access
3. A drop down box appears, key in your User name (5-digit Identification Number) and your Password
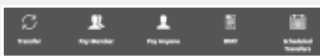
HOW TO VIEW AND PRINT ACCOUNT HISTORY

TO VIEW TRANSACTION HISTORY

Click on a drop-down box will appear, click on History, choose the account and then click **SEARCH**

TO PRINT A TRANSACTION LISTING

Click on then click on . The information will open in another screen, click on then **CLOSE**
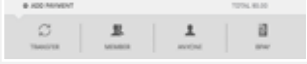
TRANSFER SINGLE AUTHORITY

1. Log on and select
2. Choose Transfer options
3. Complete transfer details and then click on **PAY NOW** check transfer details edit payment or click **CONFIRM**
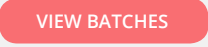
TRANSFER SINGLE AUTHORITY TO SCHEDULE A PAYMENT

4. Log on and select Choose Transfer options
5. Complete transfer details and then click on **SCHEDULE PAYMENT** complete transfer date and frequency details
6. Click **SET PAYMENT** Check transfer details edit payment or click **CONFIRM**

CREATE BATCH PAYMENTS 1ST AUTHORITY

1. Log on [Transfer/Pay] and Select [Batch Transactions]

2. Select [CREATE BATCH] then Select [MANUAL BATCH] or [UPLOAD BATCH]

3. Select from the accounts drop down box FROM ACCOUNT to transfer from

4. You can change BATCH NAME or leave as is

5. Select [CREATE BATCH] Click on [ADD PAYMENT]

6. Choose [TRANSFER | MEMBER | ANYONE | BPAY]

7. Create new transaction details or select from Favourites (to auto populate information) put in amount

8. Click [CREATE PAYMENT] Edit Payment or click [CONFIRM]

9. Click on [BACK TO BATCH] and click on [ADD PAYMENT] to add more payments to the Batch

10. Once all transfers are inputted, 1st Authorizer (creator of Batch) click on [...] at the end of the Batch

11. Select options [DELETE | HISTORY | APPROVE] Click Yes [NO | YES]

12. Click [OK] now it is awaiting 2nd Authorizer [icon] to Authorize Created Batch

BATCH PAYMENT – 2ND AUTHORISER

1. Log on to view this on your welcome page [BATCH TRANSACTIONS - YOU HAVE BATCHES TO APPROVE - VIEW BATCHES]

2. Select [VIEW BATCHES] all Batches pending and processed will appear on this page

3. Find Batch that requires approval and click on [...]

    If view/edit to look at batch then click [BACK]

4. [VIEW/EDIT | HISTORY | CANCEL | PROCESS] Click [PROCESS]

5. Click YES to 2nd Authorize Batch [BATCH729? NO | YES] and Click [OK]

TO SCHEDULE A PAYMENT IN A BATCH – 2ND AUTHORISER ONLY ACTION

1. Log on to view this on your welcome page [BATCH TRANSACTIONS - YOU HAVE BATCHES TO APPROVE - VIEW BATCHES]

6. Select [VIEW BATCHES] all Batches pending and processed will appear on this page

7. Click on [...] Batch that requires APPROVAL and DATE CHANGE

8. Select [PROCESS] amend [PAYMENT DATES]

9. Click [PROCESS] Click YES to 2nd Authorize Batch [BATCH729? NO | YES] and Click [OK]

ADDITIONAL FEATURES

- Accounts order can now be customized by Selecting [Accounts] then select [Account Reorder] click on [≡] then **SAVE ORDER**

- Secure 2 Factor Authentication (SMS Code) by registering your Phone number [Secure SMS Registration]

- Secure Email Inbox - We will send you receipts and notifications to the registered email address, for all transfers, bill payments and BPay Payments [Notifications]

- Information such as address details, contact details and personal details can be updated by going to [Settings] tab

- A Secure Email Inbox can allow members to email CCFS securely directly from their account

  Select [Services] then select [Secure Mail] and Compose an email

1. Payments in batches can now be scheduled, refer to Schedule a payment in a batch – 2nd Authorizer Only action

   (Payment date *MUST* be amended prior to Processing)

FREQUENTLY ASKED QUESTIONS

Q. Can different signatories within the Membership have different levels of access within the Internet banking batch?

YES. There are different levels of authority within Business Banking.

- **Full Access Authority** – allows signatory to view, create, update, approve and submit a batch.
- **View Only** – allows online users to view transaction listing, account details and able to view batches in business banking.

Q. If a Membership is set on two to sign and both signatories have full access, can one signatory create and submit the batch?

NO. If the Member Number is set to two to sign then the signatory with Full Access will need to sign in last and submit the batch. When the first signatory creates and approves the batch they will receive a message that the batch is "awaiting approval". The second signatory with Full Access signs in and the batch status is "needs your approval". Then select "**process**" and schedule the batch for processing.

Q. Can I use multiple saving accounts to process batch payments?

NO. You cannot debit different accounts with the same batch.

Q. Is there a limit on the number of transactions in either of the batch transactions or Cemtex file transactions?

YES. Cemtex tiles are limited to 1000 transactions, with manually loaded batch transactions limited to 50.

Q. If transactions fail within a Cemtex files, do I have to create a new Cemtex file with the rejected transactions?

NO. Uploaded Cemetex batches can simply be re-run and only failed transactions will be posted. All the member does is select update on the Cemtex file and process batch. If all the transactions have processed successfully, member does NOT have the option to update and process that batch, they have to create a new Cemtex file.

Q. If transactions fail within a Batch, do I have to create a new Batch with the rejected transactions?

YES. A new batch with the rejected transactions has to be created. Partial batches cannot be posted. If the batch is re-processed, the system will process the previous successful transactions as well. In this case, you are better off to load a separate batch for the failed transactions.

Q. Can I re-submit a processed batch?

YES. Simply select the batch ellipsis then "**View/Edit**". If you need to change the amount click on "**change the amount**" or the "**savings account**" then save. If you need to add another payment select "**add payments**" then select the "**process batch**" option.

Q. Can I re-submit a processed Cemtex file?

NO. If all the transactions have processed successfully there is no option to update and process that batch. A new Cemtex file has to be created.

Q. Can a batch contain different processing dates within the same batch?

NO. All transactions within the batch have to be processed on the same date. After completion of the batch transactions there is the option to change the date for the batch, but this affects all transactions within the batch or Cemtex file.

Q. Can a batch be created for an amount greater than the Business Banking daily limit and only transactions within the batch fail when the daily limit is reached?

YES. A batch can be created for an amount greater than the Business Banking daily limit and transactions within the batch will only be processed until the daily limit is reached.