Standing Orders
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Q: How long does it take for my request to be set up?

A: You must allow 3 business days for your request to be set up therefore your payment date should always be at least 3 working days after the day you are setting up your standing order.

Q: How should I select the account details I am paying?

A: If you are creating a standing order to someone you have paid before and have saved as a beneficiary on BusinessOnline you can select the beneficiary and the details will be populated for you, alternatively you can enter the details ensure you check the sort code and account number for accuracy before progressing.

To create a standing order to one of your other accounts that you have on BusinessOnline you can select the account details by amending beneficiary to registered accounts under the select beneficiary option.

Q: When should I input a first and final payment amount?

A: You should only input a value into these fields when the first payment amount or final payment differs from the regular payment, for standing orders with the same payment amount from your first to final payment you should only complete the regular payment amount field.

Q: What should I check when inputting payment dates?

A: You must ensure the payment date you enter is consistent with the frequency, for example when you select the last day of the month you must ensure the first payment date also falls on the last day of the month.

Q: What are my options for end dates and which should I use?

A: If you wish the standing order to continue until you request a cancellation you should select until further notice (UFN), alternatively if you wish this to stop after a set number of instalments you can or on a specified date you can insert the nominated value.
Q: Can I amend a standing order?

A: You cannot amend the details of the standing order once it has been set up, you would be required to cancel the mandate and set up a new one with the amended details.

Q: How do I cancel a standing order?

A: In order to cancel an active standing order you must first go to Operative accounts, select the from account, then under the more actions select standing orders this will take you into the standing orders list where you can select and cancel. You must cancel the standing order by 4pm on the business day prior to the next payment date.

If you have any further questions, please contact the BusinessOnline Helpdesk on 0800 121 4209.