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HSBCnet

1. Who should I contact if I need to make any changes to my HSBCnet users, such adding or deleting a user?

a. Deleting an existing user

You will need to email Steve Brown and Mahfuza Khanum at LBE on HSBCnet.Queries@enfield.gov.uk with details of the user's name and whether you will be giving their device to another user.

You will be charged a monthly fee for each user's account so it is best to let LBE know as soon as possible about any leavers otherwise you will be paying for non-existent users.

b. Adding a new user

You will need to email Steve Brown and Mahfuza Khanum at LBE on HSBCnet.Queries@enfield.gov.uk with the following details of the new user:

- ✓ Title
- ✓ First Name
- ✓ Surname
- ✓ Job Role
- ✓ Inputter/Authoriser?
- ✓ Work Telephone Number
- ✓ Work Email Address – please provide a personal email address for the user, for example not sbm@ or headteacher@. It also cannot be an lgfl email address, the domain must be a school one. This is because generic mailboxes can be accessed by other users.
- ✓ Accounting system
- ✓ IP Address – please ask the user to take a screenshot from: <https://whatismyipaddress.com/> and then ask them to send this in an email to you. Please then forward the user's email to LBE separately or send it in an email as an attachment. This is because HSBC will need to see that the screenshot email came directly from the user.

c. Requesting an additional device

You will need to email Steve Brown and Mahfuza Khanum at LBE on HSBCnet.Queries@enfield.gov.uk to request a device. This will cost £12* per device that will be recouped via the school advance. When the device is posted to you, it will enclose a form that you will need to sign and email back to confirm that you have received the device.

If the device is for a new user then please also provide the new user details as listed above when you request the device.

*price of a HSBCnet device, until December 2023

2. What do I need to do if one of my users cannot log in?

It depends on what the problem is, each problem and solution is detailed below.

a. User has not received their welcome email from HSBC

You will need to email Steve Brown and Mahfuza Khanum at LBE on HSBCnet.Queries@enfield.gov.uk to request the username for this user and then follow the instructions on this link: <https://www.hsbcnet.com/> to log in for the first time.

b. User has not logged on in at least 6 months (suspended user)

You will need to email Steve Brown and Mahfuza Khanum at LBE on HSBCnet.Queries@enfield.gov.uk to request the account to be unsususpended. Once you have received confirmation that the account has been unsususpended, the user will need to log in shortly afterwards to prevent the account from being suspended again.

c. Security device displays 'FAIL 1' (input PIN incorrectly)

You will need to wait for the FAIL 1 message to disappear and then use the device again as normal once it is ready to use again.

d. Security device is locked (either forgotten PIN or too many unsuccessful attempts or you are using an old user's device)

You will need to email Steve Brown and Mahfuza Khanum at LBE on HSBCnet.Queries@enfield.gov.uk to provide a lock code that should be displayed on your device and to request an unlock code. Once you input the unlock code into your device then it should be unlocked and you will need to select a new pin.

e. The IP address is not recognised

If you are working from home you may not be able to use HSBCnet, it depends on how your school's server is set up. If you are using the school's IP address then you should be able to log in to HSBCnet from home. If your system does not work this way then you will only be able to use HSBCnet when you are at school.

If you are at school and you are still receiving an error message that the IP address has not been recognised then you will need to check your IP address by visiting <https://whatismyipaddress.com/>. If this is different to the IP address that was registered when your account was created and you are certain that this is the correct IP address for the school then you will need to email Steve Brown and Mahfuza Khanum at LBE on HSBCnet.Queries@enfield.gov.uk to request that this IP address is also registered. If the IP address is the same as the one that was originally registered, you will need to let Steve and Mahfuza know.

3. What should I do if my security device indicates a low battery message?

These messages will either be 'bAtt 2', 'bAtt 1' or 'bAtt 0' where bAtt 2 is indicating that your device has a battery life of about 2 months remaining. You can still continue to use the device as the message will only appear for a few seconds once you turn it on but it is best to order a new device as soon as you see that message appear.

You will need to email Steve Brown and Mahfuza Khanum at LBE on HSBCnet.Queries@enfield.gov.uk to request a new device. This will cost £12* per device that will be recouped via the school advance. When the device is posted to you, it will enclose a form that you will need to sign and email back to confirm that you have received the device.

4. What is the limit for transactions?

You can make individual or batch payments of up to a total of £50,000 per day.

If you would like to increase this limit then you will need to email Steve Brown and Mahfuza Khanum at LBE on HSBCnet.Queries@enfield.gov.uk with a school-headed letter signed by your Head Teacher.

5. What to do if files are rejected?

Firstly, double check that the file is in the correct format and if it is still being rejected, contact the HSBCnet Helpdesk on 0345 601 7118 and they can test your file and advise further.

6. What should I do if the BACS file does not get authorised by the anticipated payment date?

This payment will slip to the next working day, for example a payment due to be paid on Thursday will then be paid on Friday if it is approved on time.

Therefore, it is best to leave enough time for any payments to be authorised by 2 approvers. Some schools have a 7-day payment cycle, from start to finish, i.e. from input to second authorisation.

7. How can I cancel a cheque?

You can easily cancel your cheques on HSBCnet from the Menu at the top; 'Stop cheques' function from 'Accounts' or 'Payments and transfers'. This process only requires one inputter and one approver.

8. Best practice tips

- Store your devices in a safe place to prevent them from getting lost.
- Write down your log in details or prompts and keep them somewhere safe. This will help if you need to reset any of your details.
- Log in at least every 3 months to prevent your account from being suspended. This is especially important for the back-up inputters or approvers who do not use their devices as much as the regular users.

FAQ's:

1. Who should I contact if I have any banking queries?

All banking queries, including HSBCnet ones should be emailed to HSBCnet.queries@enfield.gov.uk where it will be answered by Steve Brown or Mahfuza Khanum.

2. Who should I contact at HSBC if I have any banking queries?

All LBE users, including schools are supported by HSBC's Corporate Client Services. You can contact them via email on corporateclientserviceuk@hsbc.com or by phone on 0207 260 4413. Only named authorised personnel can make queries about the school's bank account.

Please note, this is different to the HSBCnet Helpdesk which is specifically for HSBCnet queries. The Corporate Client Services should be contacted for things such as mandate changes and payment queries.

If you have any issues with Corporate Client Services then contact Steve Brown or Mahfuza Khanum who can follow up.

3. What should I do if I need to make some changes to my school's bank mandate?

a. How do I make a Head Teacher change to the mandate?

- You will need to request an [Instrument of Governing Body letter](#) from LBE. This will be a scanned copy as some of these letters are fairly old.
- You will also need to request a [headed cover letter](#) from Mahfuza Khanum at LBE. This letter must confirm that the Council is aware of the name changes and must contain a physical signature, not a digital one. This will be emailed to you by LBE.
- You must complete the [Mandate Change Form from HSBC](#). This must be printed out and physically signed by the signatories. A copy can be found [here](#).
- All three of these documents must then be emailed to HSBC (corporateclientserviceuk@hsbc.com) along with the new Head Teacher's ID documents so that their ID may be verified.
- Once the Bank is in receipt of the documentation, the mandate team will then process the request and reach out should they require any additional information.

b. How do I make a non-Head Teacher change to the mandate?

- You will need to write a [school headed cover letter](#) that details the changes you wish to make to the mandate. This will need to be signed by two current signatories and a sample signature of the new signatory should be provided.
- If the two signatories have previously had their ID verified, you can just email the signed letter to HSBC (corporateclientserviceuk@hsbc.com) along with the new signatory's ID documents so that their ID may be verified.
- Once the Bank is in receipt of the documentation, the mandate team will then process the request and reach out should they require any additional information.

c. What documents can be provided as form of ID?

One of the following documents can be provided as proof of identity to be verified:

- Valid full passport
- EEA or Swiss national identity card
- Valid UK driving licence: photocard (full or provisional), or old-style paper licence (full only)

d. How can I check if the mandate changes have been actioned yet?

You can ask the processing team to confirm when the mandate has been implemented by including an email address and your request at the end of the form or on a separate covering letter.

4. What should I do if the school is experiencing cashflow problems?

You will firstly need to identify if this is a short-term or long-term issue and calculate how much funding you will require to support you.

As a first resort, we will advance some of your final cash advance (March) to you earlier during the year in order to “tide you over”. This may be enough for some schools if it was a temporary blip and then you may not need any further support.

If the issue continues and you require additional funding then we will have to place you on the Rolling Credit Agreement (RCA). This scheme is only available to schools with an HSBC Bank Account (the Authority’s bank). Interest will be charged on the outstanding credit agreement balance on a monthly basis, and this will be deducted from the school’s advance payment. The interest charged will be at 0.5% above the base rate. You can find further details on the RCA in Section 5.9 in the Schools Finance Manual.

5. Who should I contact if I need to make any changes to the school purchase cards?

a. How do I request a new purchase card?

Email Mahfuza Khanum or Steve Brown at LBE to let them know and they will forward your request to HSBC to get the process started.

b. How do I increase the limit on the purchase card?

You will need to email Mahfuza Khanum at LBE to request an increase to the limit. Once it is approved by them, they will send it to HSBC to increase the limit on your card.

c. How do I manage the purchase card, e.g. viewing statements?

There is currently no uniform way of managing purchase cards as each school has a different arrangement depending on when and how they set up their card. However, we are working with HSBC currently for a cards portal to be made available for you where you can manage all your additional cards. We will update this section accordingly once this has been arranged and there is further information.