

Heritage Business Netbanking Help Guide

Thank you for choosing to use Heritage on-line business netbanking.

In addition to the standard features you would expect, business internet banking allows you to upload and authorise electronic banking files.

In order to use Heritage on-line business netbanking, your computer should have the following:

- Microsoft Windows 2000 or above
- Internet Explorer 6 or above
- Microsoft .NET Framework 2.0 or above
- Accounting program with the ability to prepare files in ABA/BECS format

When you registered for business netbanking, you should have received a security token plus a 6-digit Direct Entry User Number (also referred to as an APCA number or banking number).

The Direct Entry User Number along with the Banking Code "HBL" will need to be entered to your accounting system in order for batches to be created.

Getting Started

Go to www.heritage.com.au using Internet Explorer. Please note that the Batch Upload system will only operate using Internet Explorer.

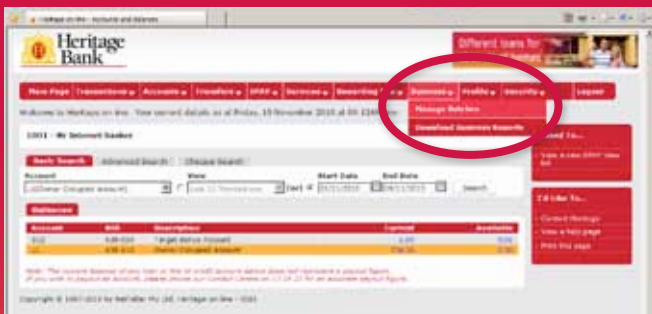
1. From the Heritage Bank homepage, choose Business Netbanking from the dropdown menu.



2. Enter your Heritage member number (the number that precedes any S, L or I in your account number).
3. Using the floating keyboard, enter your password.



4. Go to the Business menu of your internet banking screen, then select Manage Batches



5. Step 6 shows the Business internet banking screen, prior to being able to upload any batches on your computer. There are number of settings which need to be in place to enable the interaction of the Batch Upload Program with your computer.

Need further assistance?

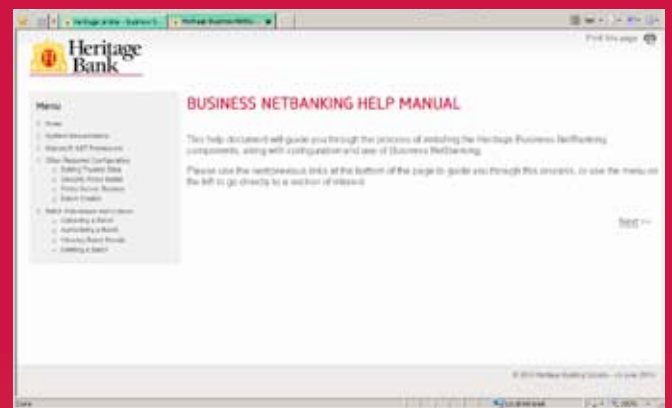
If you are unable to upload Batches on a computer which you have previously loaded these settings, please use the help menu to check that the settings are still in place.

If after following these instructions you are still unable to upload Batches to Heritage on-line business netbanking, please contact Business Banking on 07 4694 9007 for further assistance.

6. To set up your computer to allow Uploading of Batches, select the **Help** menu



7. This is the Business Netbanking help manual. Please follow the instructions in this Help menu to configure your computer to allow uploading of Batches to occur.



8. Please be aware that should you wish to use additional computers to submit Batches, these instructions will need to be followed for each computer to be used.