



# International Payments

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# Making International Payments





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## Welcome

Are you new to making international payments?

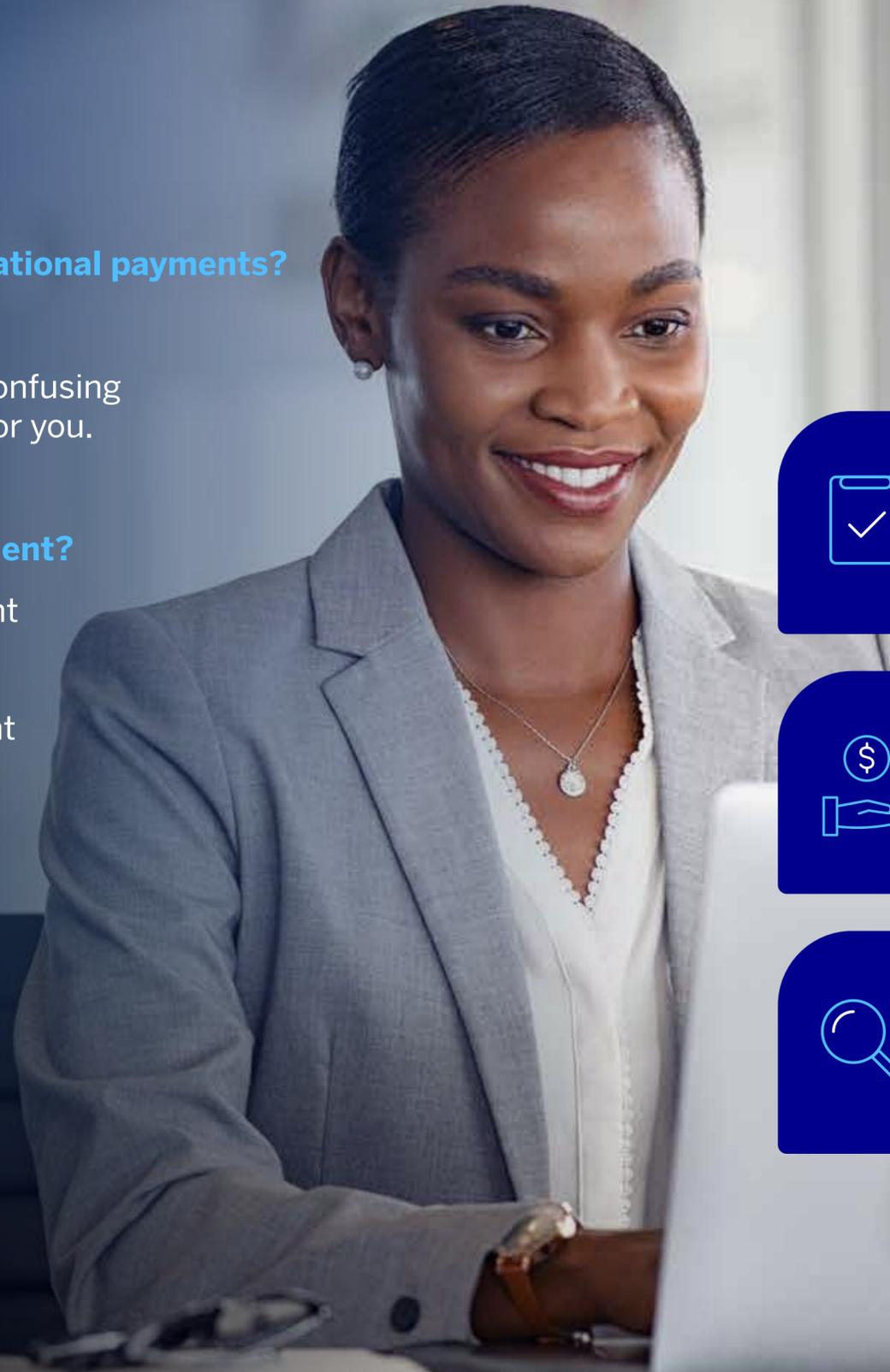
Don't worry, we're here to help.

We understand that it may be confusing at first, but we'll break it down for you.

What is an international payment?

Making an international payment simply means sending money from your bank account in one country to another bank account in a different country.

This could be for various reasons, including paying for goods or services, transferring money to a family member abroad, or even purchasing property in another country.



### Seamless process

Make and receive international payments seamlessly



### Payment support

We'll support you throughout your payment process, which includes regulatory reporting



### Competitive pricing

View rates and execute foreign exchange seamlessly





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## What You Need to Know About Making International Payments

Following these steps will ensure that your international payment is directed to the correct place.

### Step 1

- You will need the recipient's details, including the:
  - Bank account number
  - Bank name
  - Bank's unique identification code known as the SWIFT/BIC code.
- Businesses are required to report the reason they are sending funds to a foreign party.
- This is done through BoP (Balance of Payment) reporting where you are required to enter or choose a BoP code which describes the reason for your payment.
- This allows SBSA to report to the FinSurv and ensure that your transactions are compliant within South Africa's regulations.
- For payments to other countries excluding Common Monetary Area (CMA) (Namibia, Lesotho and Eswatini), you will need to provide supporting documents for the reason for the payment.
- Documentary evidence refers to the documents generated from a transaction between the applicant/remitter/buyer and the beneficiary/seller. The documents required are in some instances prescribed by legislation, custom, region, language, relationship, trust, etc. The bank is able to provide direction on whether specific documents are prescribed by a section of the Currency and Exchanges Manual but will accept (for scrutiny) any and all documents generated by the commercial activity. In certain instances, a specific SARB approval might require the client to provide documents explicitly called for under the terms and conditions of the approval.

### Step 2

- Next, you'll need to decide how you want to send the money.
- There are a few options available, such as using a digital platform or sending us a payment instruction by email.
- These options may be supported by its own process and varied fees. It is essential to find an option that best fits your need.

### Step 3

- Once you've chosen the method, you'll need to provide us with the recipient's account details and the amount you want to send.
- We'll then handle the transfer process.
- Please note, that when making payments to CMA (Common Monetary Area) countries, you can only pay in rand currency (ZAR). Payments in other currencies (e.g. dollars, pounds or euros) to CMA countries require Exchange Control Approval.
- It's important to keep in mind that international payments can take some time to process. Therefore, it's crucial to plan ahead and allow for this delay – especially if you have time-sensitive payments to make.

### Step 4

- Lastly, we encourage that you double-check all the information before sending the payment to avoid any errors that lead to delays.
- Should you have any questions or concerns, don't hesitate to reach out to your relationship team. They are able to guide you and make the process as smooth as possible.
- Making international payments requires more detail but with guidance, you will be able to navigate and make payments with ease.





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## I am an Internet Banking User

Our Internet Banking platform enables you to process your international payments online. However, while we are working to enhance the platform functionality, payments to Common Monetary Area (CMA) countries cannot be processed via Internet Banking at this time.

### How to send a payment instruction

To send us a payment instruction, kindly follow these guidelines:

- **Complete all required fields:**  
When you complete the BoP form, ensure you populate all the mandatory fields with accurate information. This includes details such as the recipient's bank account information, the payment amount, and any relevant reference numbers.
- **Refer to the BoP form guide:**  
If you're unsure about any specific fields or requirements on the form, refer to the [BoP Form Guide](#) for help. This will help you understand what information is needed and how to properly complete the form. Please select the 'value date' two days in advance. This is the date that the account will be debited.
- **Verify and sign:**  
Double-check all the information you've entered on the form for accuracy. Once you're confident that everything is correct, ensure that the form is signed by the authorised individuals within your business. The signature/s validates the payment request.
- **Submit the form:**  
Send the completed and signed BoP form to [OTTPaymentRequest@Standardbank.co.za](mailto:OTTPaymentRequest@Standardbank.co.za)

- **Confirmation and reference number:**

Following submission, you should receive an email from the recipient acknowledging the receipt of your payment request. This email will include a reference number for your payment. Keep this reference number handy for future enquiries and for tracking purposes. Your account will be debited within the course of the day that you stipulated as the 'value date' and you will receive the proof of payment automatically (provided that your contact details are correct as supplied). Security validation calls will be made for high value payments for your own safety.

- **Follow up if necessary:**

If you don't receive the acknowledgement email or reference number on the same day as the transaction, it's advisable to contact your banker to ensure that your request was received successfully. They will provide further assistance and address any concerns or issues that may have arisen.

### By following these steps...

You can help ensure that your BoP form submission payment goes smoothly for successful processing of your payment.

Remember, if you have any questions or concerns, feel free to reach out to your banker for assistance.

### Need help?

Need Assistance on Internet Banking for cross border payments?



[Click here to see how to complete a BoP form](#)



[Click to here to watch the BoP form tutorial video](#)





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## I am a Business Online Domestic Banking User

You can make a payment by enabling the International Banking capability on your client profile.

### As a Business Online user, your benefits include:

- Enables segregation of duties within the company structure and individual limits
- Integrates with mainstream accounting packages
- Facilitates Balance of Payments (BoP) reporting required under exchange control regulations
- CFC Account Management including funds transfers, statements, etc (e.g. for clients that engage in exporting)
- Allows you to make future-dated payments
- Suitable for businesses that make more than 15 International payments per year, or those who are utilising Business Online for their Domestic Payments.

### The Business Online platform also offers a comprehensive and highly efficient foreign exchange dealing service, including:

- Electronic trading (Spot and Forward)
- Real-time dealing and execution
- Indicative rates
- Online confirmations
- Market-to-market reporting
- Archive search and record of historical and related deals
- Price transparency and consistency.

### Need assistance?

Please contact your Relationship Manager and/or TPS Specialist for assistance with enabling the international payment functionality on your existing profile.





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## I am a Business Online Domestic & International Banking User

You can now process your payments to Common Monetary Area (CMA) countries on the Business Online International Banking channel.

### Kindly remember:

Before you make an international payment, please ensure you:

- Add the correct users to the platform
- Check the correct account limits and access are in place
- Add your new beneficiaries using the correct information.

### Need assistance?

You can view and edit this information on the platform or contact the **International Business Online Service Team** by emailing us at: [InternationalOnlineQueries@standardbank.co.za](mailto:InternationalOnlineQueries@standardbank.co.za)





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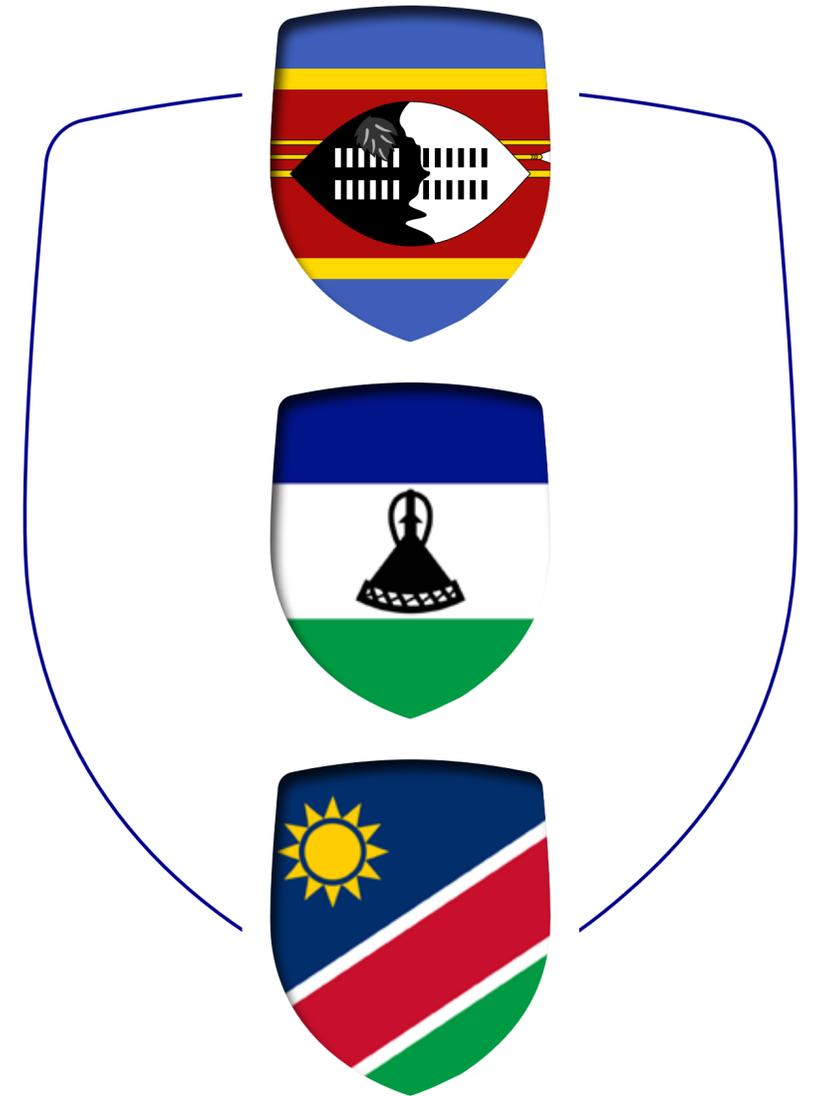
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## I Want to Open an Account in a Foreign Country

Important factors to bear in mind concerning payments and collections in Common Monetary Area (CMA) countries.

### Kindly note:

- In order to comply with the Common Monetary Area (CMA) Directive, there are certain requirements for localising EFT Debits in Eswatini, Lesotho and Namibia. This means, that if you want to process collections from debtors in these countries, you are required to open a CMA domiciled bank account in the respective country.
- Alternatively, you have the option to work with a local counterpart in the specific CMA country that is authorised to process collections on your behalf.
- Another option is to request your debtors to make payments directly to you (push payment) instead of you collecting the funds through a debit order instrument (pull transaction).
- Localising in each CMA country is possible for both payments and collections. This option is recommended if you have a high volume of payments or if you process both payments and collections.
- Collections and payments in each of the CMA countries can be processed on Business Online Africa Regions (BOL AR) which allows for online capture, file upload for bulk transactions or Host to Host capabilities.
- Every CMA country has its own pricing structure, so it's important to be aware of the specific costs associated with each country.
- Each CMA country also has its own documentary requirements for onboarding, so it's important to comply with the documentary requirements for every country.





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## How to Complete a BoP Form

This step-by-step guide will help you navigate the process.

**Standard Bank**

# BoP Form Guide

How to complete

**START >**





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## How to Complete a BoP Form

This step-by-step guide will help you navigate the process.

### Overview

The purpose of this document is to provide a guide on how to:

Complete and print to PDF the new BoP form

Sign the form by uploading an image of a signature or using Adobe Fill & Sign to sign

Convert completed form to a .PDF format before sending for processing by using Microsoft Print to PDF

The new BOP form is designed to simplify your outward payment transaction experience. Compulsory tabs are highlighted by a red border, and the form is designed in such a way that the compulsory field will automatically adjust to the payment type.

01

**Standard Bank** Application to purchase foreign currency  
Cross Border foreign exchange transaction reporting  
(Bank sale to customer)

**Payment details**

Your account to debit	ZAR	Acc number:	012345678
Your charges account (if different)	ZAR	Acc number:	087452102
Payment currency	AUD		
Payment amount	Currency: AUD	Amount:	4,000
Value date	09/05/2023		
Do you have a pre booked cover or FEC?	<input checked="" type="radio"/> Yes <input type="radio"/> No		
Cover or FEC number	Cover: 99RT988T	Amount:	4,000

**Reason for payment**

BoP code	Sub code	MRN number	Transport document/APN number	Invoice number	Original reference	Amount
201	00					4,000
Total						4,000

Is this a related or unrelated party?  Related  Unrelated

**Resident party details/Your details**

Are you an Individual/Entity?	Individual
Name and surname of individual	TEST INDIVIDUAL
ID number or temp resident permit number	0000000000000000
Date of birth	2023/05/01
Gender	Female
Contact details: Telephone	0118542651
Contact details: Email	TESTIND@GMAIL.COM
Physical address: Street	TEST STREET
Physical address: Suburb	TEST SUBURB
Physical address: City	TEST CITY
Physical address: Province	Eastern Cape
Postal address	P.O BOX 33
Postal post code	0000
Tax Number	
VAT Number	
Customs Client Number (CCN)	

**Beneficiary party details/Who you would like to pay**

Account number/IBAN	000000000000
Are you paying an Individual/Entity?	Individual
Name and surname of individual	TEST INDIVIDUAL
Gender	Female

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## How to Complete a BoP Form

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### Payment details explained

#### Payment currency field:

Is the currency that your beneficiary has requested to be paid in (e.g. USD).

#### Payment amount field:

If your beneficiary has invoiced you in a currency which is different to the currency of the payment for example:

If the invoice is for the ZAR amount, but you must pay in USD, then insert the **Currency** as ZAR in this field and the ZAR amount in the **Amount** field.

If the invoice is for a EUR amount, but you must pay in USD, then insert the **Currency** as EUR in this field and the EUR amount in the **Amount** field.

If invoice is for a USD amount, and you must pay USD then insert the **Currency** as USD in this field and the USD amount in the **Amount** field.

02

Standard Bank Application to purchase foreign currency Cross Border foreign exchange transaction reporting (Bank sale to customer)

Payment details			
Your account to debit	ZAR	Acc number:	012345678
Your charges account (if different)		Acc number:	
Payment currency	GBP		
Payment amount	Currency: GBP	Amount:	2,000
Value date	09/05/2023		
Do you have a pre booked cover or FEC?	<input checked="" type="radio"/> Yes <input type="radio"/> No		
Cover or FEC number	Cover: 99RT98BT	Amount:	2,000





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### Payment details explained

#### Reason for payment:

This field is where you must complete the balance of payment category for the transaction.

You will note, depending on the BOP code selected certain fields will be outlined in red.

This indicates the field is mandatory and details must be completed.

If the field is not outlined with the red box , you are not required to fill in the fields.

Note: Depending on the BOP code selected, you might be required to capture additional details under your Resident details (e.g. VAT, TAX, CCN).

A maximum of 20 reason for payment (BoP codes) fields can be added in a single payment instruction.

03

**Reason for payment**

BoP code	Sub code	MRN number	Transport document/APN number	Invoice number	Original reference	Amount	
201	00						+ -
Total							

Is this a related or unrelated party?  Related  Unrelated





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## How to Complete a BoP Form

This step-by-step guide will help you navigate the process.

### Option 1 - How to sign and send payment instruction

**NB: If you want to save a template of the payment instruction for use in the future, you have to save it before attaching the signature because the form will lock all fields once the signature has been attached.**

Once all mandatory fields have been completed, you can attach the signature by adding an image in the signature field. Please remember to make sure that the number of signatories are correct before attached the signature. Your signature must be as per mandates held with the bank.

All payment instructions must be converted to Dot PDF (.PDF) before sending to the bank.

#### Steps on how to convert the completed form to .PDF version.

- Click File, Click Print
- Printer: Select Microsoft Print to PDF from dropdown
- Click on Print
- Save document and in the file save as .PDF
- Open saved PDF document. This version will be in black and white and will not have fields highlighted in red.

PDF document can be mailed to [ottpaymentrequest@standardbank.co.za](mailto:ottpaymentrequest@standardbank.co.za) with all associated documents.

04



**Standard Bank** Application to purchase foreign currency  
Cross Border foreign exchange transaction reporting  
(Bank sale to customer)

**Payment details**

Your account to debit	ZAR	Acc number:	012345678
Your charges account (if different)	ZAR	Acc number:	087452102
Payment currency	AUD		
Payment amount	Currency: AUD	Amount:	4,000
Value date	09/05/2023		
Do you have a pre booked cover or FEC?	<input checked="" type="radio"/> Yes <input type="radio"/> No		
Cover or FEC number	Cover: 99RT988T	Amount:	4,000

**Reason for payment**

BoP code	Sub code	MRN number	Transport document/APN number	Invoice number	Original reference	Amount
201	00					4,000
Total						4,000

Is this a related or unrelated party?  Related  Unrelated

**Resident party details/Your details**

Are you an Individual/Entity?	Individual
Name and surname of individual	TEST INDIVIDUAL
ID number or temp resident permit number	0000000000000000
Date of birth	2023/05/01
Gender	Female
Contact details: Telephone	0118542651
Contact details: Email	TESTIND@GMAIL.COM
Physical address: Street	TEST STREET
Physical address: Suburb	TEST SUBURB
Physical address: City	TEST CITY
Physical address: Province	Eastern Cape
Postal address	P.O BOX 33
Postal post code	0000
Tax Number	
VAT Number	
Customs Client Number (CCN)	

**Beneficiary party details/Who you would like to pay**

Account number/IBAN	000000000000
Are you paying an Individual/Entity?	Individual
Name and surname of individual	TEST INDIVIDUAL
Gender	Female

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## How to Complete a BoP Form

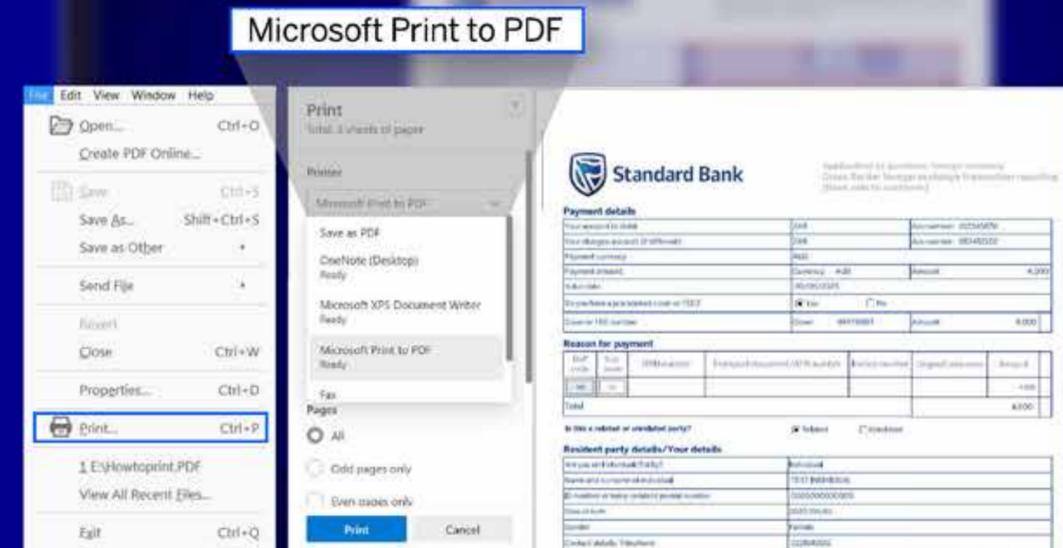
This step-by-step guide will help you navigate the process.

### Option 1 continued

Steps on how to convert the completed form to a .PDF version and send for processing

- Click File
- Click Print
- Printer: Select from dropdown
- Microsoft Print to PDF

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## How to Complete a BoP Form

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### Option 1 continued Steps on how to convert the completed form to a .PDF version and send for processing

Open saved PDF document

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Saved document



06

**Standard Bank** Application to purchase foreign currency  
Cross Border foreign exchange transaction reporting  
(Bank sale to customer)

**Payment details**

Your account to debit	ZAR	Acc number: 012345678
Your charges account (if different)	ZAR	Acc number: 087452102
Payment currency	AUD	
Payment amount	Currency: AUD	Amount: 4,000
Value date	09/05/2023	
Do you have a pre booked cover or FEC?	<input checked="" type="radio"/> Yes <input type="radio"/> No	
Cover or FEC number	Cover: 99RT98BT	Amount: 4,000

**Reason for payment**

BoP code	Sub code	MRN number	Transport document/APN number	Invoice number	Original reference	Amount
Z01	00					4,000
<b>Total</b>						4,000

Is this a related or unrelated party?  Related  Unrelated

**Resident party details/Your details**

Are you an Individual/Entity?	Individual
Name and surname of individual	TEST INDIVIDUAL
ID number or temp resident permit number	000000000000
Date of birth	2023/05/01
Gender	Female
Contact details: Telephone	0118542651
Contact details: Email	TESTIND@GMAIL.COM
Physical address: Street	TEST STREET
Physical address: Suburb	TEST SUBURB
Physical address: City	TEST CITY
Physical address: Province	Eastern Cape
Postal address	P O BOX 33
Postal post code	0000
Tax Number	
VAT Number	
Customs Client Number (CCN)	

**Beneficiary party details/Who you would like to pay**

Account number/IBAN	000000000000
Are you paying an Individual/Entity?	Individual
Name and surname of individual	TEST INDIVIDUAL
Gender	Female

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## How to Complete a BoP Form

This step-by-step guide will help you navigate the process.

### Option 2 - How to sign using Adobe Fill & Sign and send payment instruction

**NB: If you want to save a template of the payment instruction for use in the future, you have to save it before attaching the signature because the form will lock all fields once the signature has been attached.**

Once all the mandatory fields have been completed, you need to convert the form to Dot PDF (.PDF) version before you sign using Adobe Acrobat Fill & Sign. Please remember to make sure that the number of signatories processing to sign. Your signature must be as per mandates held with the bank.

All payment instructions must be converted to Dot PDF (.PDF) before sending to the bank.

#### Steps on how to convert the completed form to .PDF version and sign using Adobe Fill & Sign.

- Click File, Click Print
- Printer: Select Microsoft Print to PDF from dropdown, Click on Print
- Save document and in the file save as .PDF
- Open saved PDF document. This version will be in black and white and will not have fields highlighted in red
- Fill & Sign feature will be available
- Sign the document using Fill & Sign
- Save the final document with signatures

PDF document can be mailed to [ottpaymentrequest@standardbank.co.za](mailto:ottpaymentrequest@standardbank.co.za) with all associated documents.

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Cross Border foreign exchange transaction reporting  
(Bank sale to customer)

**Payment details**

Your account to debit	ZAR	Acc number:	012345678
Your charges account (if different)	ZAR	Acc number:	087452102
Payment currency	AUD		
Payment amount	Currency: AUD	Amount:	4,000
Value date	09/05/2023		
Do you have a pre booked cover or FEC?	<input checked="" type="radio"/> Yes <input type="radio"/> No		
Cover or FEC number	Cover: 99RT988T	Amount:	4,000

**Reason for payment**

BoP code	Sub code	MRN number	Transport document/APN number	Invoice number	Original reference	Amount
201	00					4,000
Total						4,000

Is this a related or unrelated party?  Related  Unrelated

**Resident party details/Your details**

Are you an Individual/Entity?	Individual
Name and surname of individual	TEST INDIVIDUAL
ID number or temp resident permit number	00000000000000
Date of birth	2023/05/01
Gender	Female
Contact details: Telephone	0118542651
Contact details: Email	TESTIND@GMAIL.COM
Physical address: Street	TEST STREET
Physical address: Suburb	TEST SUBURB
Physical address: City	TEST CITY
Physical address: Province	Eastern Cape
Postal address	P.O BOX 33
Postal post code	0000
Tax Number	
VAT Number	
Customs Client Number (CCN)	

**Beneficiary party details/Who you would like to pay**

Account number/IBAN	000000000000
Are you paying an Individual/Entity?	Individual
Name and surname of individual	TEST INDIVIDUAL
Gender	Female

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### Option 2 continued

Steps on how to convert the completed form to a .PDF version and sign using Adobe Fill & Sign

Click File

Save document

Must be saved as a .PDF

09

**Microsoft Print to PDF**

Printer: Microsoft Print to PDF

Copies: 1

Layout:  Portrait  Landscape

Pages:  All  Odd pages only  Even pages only

Print Cancel

File name: HowtoprintPDF

Save as type: All Files (\*.\*)

**Standard Bank**

Application to purchase foreign currency  
Cross border foreign exchange transactions reporting  
(Goods sold to customers)

**Payment details**

Your account (debit)	ZAR	Account: 062345678
Your charges account (if different)	ZAR	Account: 087452102
Payment currency	USD	
Payment amount	Currency: USD	Amount: 4,000
Value date	09/05/2023	
Do you have a pre-booked rate or FEX?	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No	
Class or FEX number	Class: 99979997	Amount: 4,000

**Reason for payment**

Supp code	Sub code	IBPN number	Transport document/AFN number	Invoice number	Original reference	Amount
000	000					4,000
<b>Total:</b>						4,000

Is this a related or unrelated party?  Related  Unrelated

**Resident party details/Your details**

Are you an Individual/Entity? Individual

Name and sur name of individual TEST INDIVIDUAL

ID number or temp resident permit number 000000000000

Date of birth 2023/05/02

Gender Female

Contact details: Telephone 0123456789





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## How to Complete a BoP Form

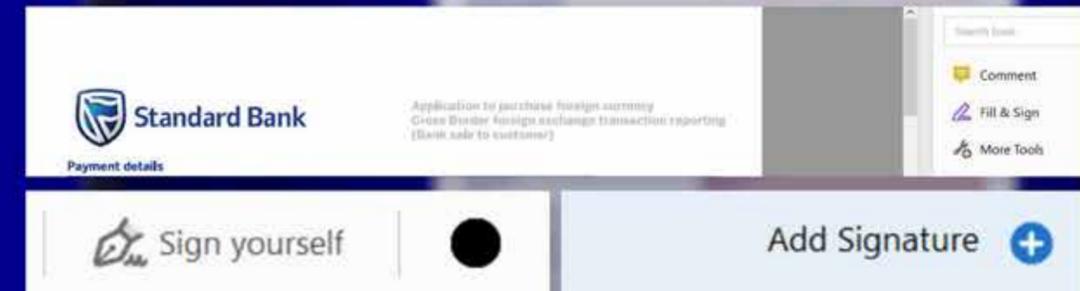
This step-by-step guide will help you navigate the process.

### Option 2 continued

Steps on how to convert the completed form to a .PDF version and sign using Adobe Fill & Sign

- Open saved PDF document
  - Fill and sign feature available
- Sign yourself feature is available
  - Click on Sign yourself
  - Click on Add Signature

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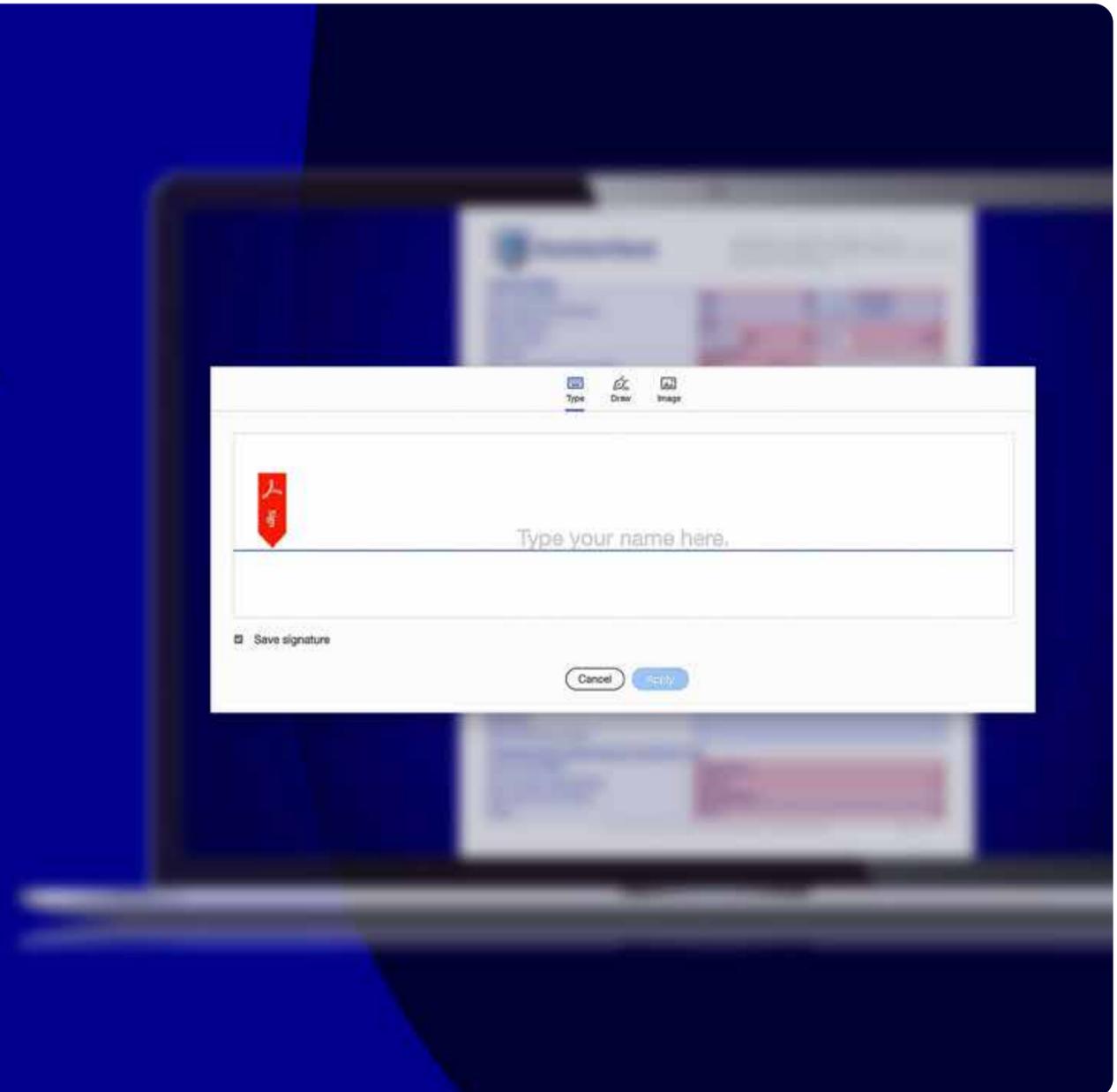
### Option 2 continued

Steps on how to convert the completed form to a .PDF version and sign using Adobe Fill & Sign

Upload or draw an image of your signature as per the mandates held with the bank using any of the options available below.

Once signature has been uploaded or drawn, a copy of the PDF document can be emailed to [ottpaymentrequest@standardbank.co.za](mailto:ottpaymentrequest@standardbank.co.za) with all associated documents.

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# International Payments

QUICK USER GUIDE

Introduction

What You Need to Know

I am an Internet Banking User

I am a Business Online Domestic Banking User

I am a Business Online Domestic & International Banking User

I Want to Open an Account in a Foreign Country

BoP Form Guide



# Thank you

