



Bacstel-IP

Guidance Notes For Direct Users

These guidance notes relate to the completion of the 'Bacstel-IP Direct User Application Form' for customers who have Bacstel-IP software to transmit files directly to Bacs. All new Users of Bacstel-IP must complete the Application Form.

Section 1. Customer details

Bacs Service User Name – a name to identify your business.

Trading Name – if your business trades under a different name, please insert the details here.

Bacs Service User Number – if you are an existing Bacstel Customer you must enter your User Number. Please tick the box provided if this User Number is transferring from another bank. If you are a new Customer, you should leave this field blank.

Email Address – this address is used as part of the Bacstel-IP registration. It may be a company email or that of an individual. Bacs notifications and information will be sent to this address. Please ensure that you write clearly and check the address carefully.

Address – Smartcards will be dispatched to the individuals identified in the TrustAssured Service Authorised Security Contact Application Form to this postal address. The PIN numbers will be sent separately a few days later, addressed to these individuals.

Section 2. Organisation details

Larger organisations may wish to link together several Service User Numbers sponsored by AIB (NI) under the primary organisation name. The main benefit of this is that the same Primary Security Contact(s) can administer more than one Service User if desired. If this is likely to be the only Service User application from your organisation, you can leave this section blank.

Section 3. Application type

Select all the options that are relevant to this User application.

Section 4. Submission channel

If you are an indirect User (i.e. submit files via a Bureau) as well as a direct User, you will need to tick the 'Both Direct and Indirect' box. Enter your Bureau number and email address in section 7. Your Bureau will be able to tell you their Bacs Bureau number and email address. Low/medium volume Bacs direct customers will normally use the Internet. If you are a high-volume Customer then you should discuss the most appropriate options with your Bacs software supplier.

Section 5. Bank Account details

Enter the details of the Bank Accounts which will be used for this Bacs facility and tick the relevant Transaction type(s) i.e. settlement of Payments (Credits), collection of Direct Debits or both. For crediting facilities please enter the limit and frequency cycle i.e daily, weekly, monthly etc for this User and Account(s) as agreed with your Relationship Manager. For Users requiring further Accounts please complete the separate Additional Accounts form noting Account number details, limits and frequencies as required.

Section 6. Software package name(s)

Enter the product name(s) and the version number(s) of the Bacstel-IP software that you are using. For example – WinBacs-IP Version 5.5.

Section 7. Bacs Approved Bureau for contingency purposes

If you have set-up a contingency arrangement with a Bacs Approved Bureau, enter the details here. Your Bureau will be able to provide their Bacs Bureau number, email address and confirmation they have been approved by the Bacs Approved Bureaux (BABs) Scheme.

Section 8. New Primary Security Contact details

If You must complete the TrustAssured Service Business Customer Application Form and TrustAssured Service Business Customer Authorised Security Contact Application Form.

Primary Security Contact – every Service User must nominate at least two Primary Security Contacts (PSCs). Both PSCs will be issued with Smartcards and PINs and are therefore responsible for the security of the Bacstel-IP payment system.

In addition to authorising Bacs files, PSCs are also given the privilege to set up and maintain additional contacts to act on behalf of that Service User. PSCs can also be given the privilege to maintain certain Service User reference data. Further PSCs can be added now or in the future on request to AIB (NI) by completing the separate TrustAssured Service Business Customer Authorised Security Contact Application Form.

Proof of identity and address must be provided for each contact allocated signing and submitting privileges.

Please refer to the Bacstel-IP Service User Guide for more information on Primary Security Contacts, Additional Contacts and privileges.

Section 9. Additional Contact details

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Section 10. Declaration

Ensure that the form is signed in accordance with the Bank Account Mandate. Once complete, the form is to be returned to your Relationship Manager.

If you need this brochure in Braille, in large print or on audio, ring 0345 600 5925[†] or ask your relationship manager. Customers with hearing difficulties can use our Text Relay Service by dialling 18001 0345 6005 925[†].

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[†]Calls may be recorded. Call charges may vary please refer to your service provider.



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