

User Guide

Business Internet Banking Accounting Software Integration – "Manage Bank Feed" Tool

Introduction

This is a user guide for the Accounting Software Integration "Manage Bank Feed" tool. You should follow this guide if you are currently using the Xero platform to access this tool.

1. Starting the "Manage Bank Feed" tool

1.1. How to start the "Manage Bank Feed" tool

To start transferring transactional data from your accounts to Xero, click on "Set up bank feed". You can start the tool by navigating to your Business Internet Banking homepage and selecting:

"Accounts" - "Manage Bank Feed" from the Account Overview page.

At this time, you can only use this tool if you are a Primary User of Business Internet Banking.

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1.2. "Manage Bank Feed" landing page for new customers

If you have not used the online tool before, when you first open it you will see this page (fig 2):

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Manage Bank Feed				
	Set up bank fe	ed		
	This service allows you provider.	to set up automated ban	k feeds with your selected	accounting software
	Before you use this service, you are require please check with Xero via			
		2	3	4
	Provider selection	Bank account selection	Review	Confirmation
	Select the provider you wish to connect to	Select the bank account you wish to connect to your provider	Review your submission and agree to the Terms and Conditions.	Submit bank feed set-up instructions

To use the "Manage Bank Feed" tool, click on $\mathbf{0}$ "Set up bank feed".

You need to be registered with a partner provider to use this tool. At the moment, HSBC offers this service through Xero, which will be able to provide you with instructions if you would like to sign up for their services.

To learn more about Xero's services, please visit their website: <u>https://www.xero.com/hk/partnerships/hsbc-signup/50x/</u>

HSBC is unable to help you register with Xero or provide information on the pricing of accounting service providers. Please contact Xero directly for more information.

If you have any existing connection(s) which is/ are set up via paper forms or other previous sign-up tools, you will not see your connections appearing in this online tool.

1.3. "Manage Bank Feed" homepage for customers with existing connections

If you have existing bank feed connections, you will see the "Manage Bank Feed" page (Fig 3) when the tool is launched.

The page shows your existing connections to Xero and provides you with the opportunity to either disconnect these feeds or connect new accounts to Xero.

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Manage Bank Feed	Manage ba			
	xero	13 connected accounts		2 Revoke >
	Connect other accou	rits k feod, please click on "Set up a new bank feed"		
				1 Set up a new bank feed

To set up a bank feed, click on ^① "Set up a new bank feed" under "Connect other accounts".

To disconnect accounts, click on **2** "Revoke" near the Xero name or logo.

1.4. Note for existing Xero users

If you have an existing bank feed with Xero, set up via our paper forms or previous sign-up tools, you will not see those connections in the online tool.

You also will not be able to use the tool to modify account connections set up using other methods.

If you accidentally choose to connect accounts that were connected using other methods, they will be rejected by Xero and you will receive an email from Xero to confirm this. This does not affect existing bank feeds, and HSBC will keep on sending transaction data to Xero.

For any query, please login to Xero and raise a customer issue ticket via Xero Public Website.

1.5. Note for new to Xero users

If you are new to Xero users and would like to sign up, you may do so via <u>https://www.xero.com/hk/partnerships/hsbc-signup/50x/</u> in order to enable the bank feed on business Internet Banking.

2.Connecting new accounts

2.1. How to start the connection process

Select ¹ "Set up a new bank feed" from the "Manage Bank Feed" page to start connecting new accounts.

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Manage Bark Feed	Manage bank feeds		
	13 connected sectores		Revoke >
	Connect other accounts If you want to set up a new bank feed, please click on "Set up a new bank feed"		
		Set up a new bank	c feed

Before attempting to connect accounts, you must have an existing subscription to Xero. HSBC cannot help you with registering or correcting provider-related issues. Instead, please refer to Xero's website at https://www.xero.com/hk/hsbc/ for details.

2.2. Selecting your accounting service provider

The first step in setting up new connections is to select your accounting service provider. At the moment, HSBC offers this service through Xero. You must be registered with Xero before setting up a new connection.

HSBC 🚺		🧧 English 🕑	Return to Internet Banking	Log off
Manage Bank Feed	Set up your bank feed			
	1. Provider selection 2 Bank account selection	3 Review	d. Confirmation	
	Bators you use this service, you are required to register with a compatible a Select provider	ccounting software provider. You ma	ry modify your bank feed selections at an	y time.
	xero			
	Click "Continue", and you will be asked to enter your Xero crodentials	to connect with your HSBC account		Continue

You can remove accounts connected by mistake at any point.

3. Using the "Manage Bank Feed" tool for Xero users

3.1. Redirection to provider

Xero will authenticate you before you set up a bank feed and select your accounts, so you will need to have your Xero username and password ready.

It is secure for you to enter your Xero credentials when you are signing in. HSBC will not store or monitor this information.

After logging in to Xero, you must select the organisation to which you wish to connect your HSBC accounts. Please note, Xero will reject accounts not associated with the selected Xero organisation, so these should not be chosen.

If you have logged on to your Xero account within 30 minutes of launching the tool, you will not be asked to log on again. You will be automatically redirected to select your organisation on the Xero website.



3.2. Selecting your accounts

This page shows all eligible accounts available for connection. Currently, HSBC supports bank feed connections for current, savings and foreign currency accounts*. Once you have selected an account, click

on ¹ "Continue"

*Types of account eligible for bank feed setup:

- Business Integrated Account HKD Current, HKD Savings and Foreign Currency Statement Savings. Other account types within a Business Integrated Account will not be supported.
- HKD Current accounts
- HKD Savings accounts (Passbook and Statement Savings)
- CombiNations Savings
- Foreign Currency Current Accounts
- Foreign Currency Statement Savings

HSBC 😫		■ English ∨	Return to Internet Banking Log off
Manage Bank Feed	Set up your bank feed		
	1. Provider selection 2. Bank account selection	tion 3. Review	4. Confirmation
	Please select the company accounts you wish to connect with You Please makes any exp have selected that same company on the accounts of connect accounts by individual currency but can select all connect accounts. Selected provider XERO Account	unting software provider's wabsite.	count types which are Gurrent, Savings and foreign
	G8B TESTING		Continue

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Manage Bank Feed	You cannot select accounts by individual currency but can select all accounts under sam currency accounts. Selected provider XEND	e company or specific acc	unt types which are Current, Savings	and foreign
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	08P CombiNations Statement Servings Account		QDP	
	AUD Cemb-Nations Etstement Eavings Account		AUD	
			зач	
	CAD CombiNations Statement Savings Account		CAD	
	560 CombiNations Statement Savings Account		800	
				Continue

Notice for Xero customers:

- If you have existing Xero bank feeds set up via our paper form or previous sign-up methods, you will see these as available for connection. Please do not select these accounts. If you do, Xero will reject the connection attempt.

- Please note that if you choose accounts not associated with the Xero organisation you previously selected, Xero will automatically reject these connection attempts.

3.3. Reviewing your choices

We need to collect your consent via the **1** tick box to share your bank transaction data with your chosen provider. You will not be able to continue the process if your have not ticked the box.

If you would to change your selection at this point, you can do so by clicking on ² "Back" button, which will redirect you to the account selection page.

To terminate the set-up, please on	3	"Cancel" to be taken back to the previous page.
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	 Bank account selection with bank feed" to confirm the instruction. 	3. Review	4. Confirmation
	with bank feed" to confirm the instruction		
Selected provider	XERO		
			12100300
Account			Currency
GBB TESTING			
EUR CombiNations Staten 001-060821-275	nent Savings Account		EUR
AUD CombiNations Stater 001-060821-277	ment Savings Account		AUD
CAD CombiNations Staten 001-060821-279	nent Savings Account		CAD
Connect to	Bank Feed		
accordance with our B	lank Feed Policy, until such time as you re	evoke your authorization for us to do so;	
of the Provider's Service	ces and to identify ways we can improve o	our own services to better serve our customers	
	UII Consideration States 01-00021-275 AUC Constitutions States 01-00021-277 CAD Constitutions States 01-00021-277 CAD Constitutions States 01-00021-277 Constitutions States 1 - feats and advances 1 - feats and advances 1 - feats and advances 1 - feats and advances 2 - feats and advances 2 - feats and advances 3 - see all for receiving for	CBB TESTING EUCombilision Statement Savings Account On Statement Savings Account Account Account On Statem	GBB TESTING EUR dexibitarions Basement Savings Account 001-06021-075 AUD Combilitations Basement Savings Account 001-06021-077 CAD Combilitations Basement Savings Account 001-06021-079

3.4. Confirmation

After you have ticked the box to give your consent, HSBC will immediately communicate your customer account selection choices via a live connection to Xero. This allows Xero to evaluate these choices online. Based on Xero's response, HSBC will then provide one of the following three responses:

1. "The set up bank feed instruction has been submitted successfully."

In this case, all selected accounts were successfully connected. HSBC will start sending bank feed data to Xero within two working days.

ed Set up your	bank feed		
1. Provider selection	2. Bank account selection	3. Review	4. Confirmation
Your bank feed connecti	struction has been submitted successfully, on will be confirmed by Xero after 2 working day have not been connected successfully with Xero n.	rs. after 2 working days, please chec	is the email that Xero send to you or
Date	17 Oct 2017 15:49		
Actioned by	PUSER1		
Selected provider	XERO		
The new connections below	to be processed in Xero		Currency
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EUR CombiNations Stat 001-060821-275	ement Savings Account		EUR
AUD CombiNations Stat 001-060821-277	ement Savings Account		AUD
CAD CombiNations Stat 001-060821-279	ement Savings Account		CAD

2. "The set up bank feed instruction has been submitted successfully." for those that have been connected, and "The new connections instruction below rejected." for those that have failed.

When these two messages are displayed, Xero has rejected some of the selected accounts. Xero will be in touch with you to explain why. Once any issues with the Xero software have been sorted out, you will need to reconnect any rejected accounts in HSBC Business Internet Banking. For the accounts that have been accepted, HSBC will start sending bank feed data to Xero within two working days.

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ank Feed Set up	your bank feed		
1. Provider sele	ction 2. Bank account selection	3. Review	4. Confirmation
Your bank If the selec	bank feed instruction has been submitted successfu feed connection will be confirmed by Xero after 2 work fed accounts have not been connected successfully wi inkfeeds@Xero.com.	ong days.	check the email that Xero send to you or conta
Date	19 Oct 2017 11:37		
Actioned by	PUSER1		
Selected provider	XERO		
The new conn	ections below to be processed in Xero		Currency
AUD Current Acc	11 - 11 - 11 - 11 - 11 - 11 - 11 - 11		AUD
001-060748-203	dan s		100
and a second second second			A22.011
CAD Current Acce 001-060748-204	sunt		CAD
CHF Current Acce 001-060748-205	sunt		CHF
JPY Current Acco			JPY
001-060748-207	unt		JPY
Bank feed as The new conn GBP Current Acc 001-060748-202	nections instruction below rejected cup instruction is rejected. For details, please refer to t actions instruction below rejected ount ns Statement Savings Account.	he email by Xero or contact Xero at	bankfeeda@narro.com. Currency OBP EUR
	ns Statement Savings Account		GBP
	ns Statement Savings Account		AUD
CAD CombiNatio 001-060821-279	ns Statement Savings Account		CAD
Contract to the second second	count		CNY
RMB Current Acc 001-060938-209			

3. "The new connections instruction below rejected."

This message means Xero has rejected all of the selected accounts. Xero will be in touch with you to explain why. Once any issues with the Xero software have been sorted out, you will need to reconnect the rejected accounts in HSBC Business Internet Banking.

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Nanage Bank Feed				
	Set up your b	bank feed		
	1. Provider selection	2. Bank account selection	3. Review	4. Confirmation
	The new connections instr Bank feed set-up instruction	uction below rejected on is rejected. For details, please refer to	the email by Xero or contact Xero	at bankfeeds@xero.com.
	Date	17 Oct 2017 17:04		
	Actioned by Selected provider	PUSER1 XERO		
	Selected provider	ALMO		
	The new connections instructi	on below rejected		Currency
	GBB TESTING			
	RMB Current Account 001-060938-209			CNY
			Print this scree	n 🖻 Back to account overview

In the event that you accidentally connect accounts, please launch the "Manage Bank

Feeds" connections tool.

Once on the screen showing providers and the number of accounts connected, please

select "Revoke".

Then, on the next screen, select the accidentally connected accounts and click on "Disconnect accounts from bank feed". The accounts will then no longer be connected to Xero. HSBC requires two working days to process this request.

1. Disconnecting accounts for Xero users

4.1. Starting the disconnection process

To start disconnecting existing account connections, you must click on ¹ "Revoke" near the Xero logo on the main page.

If you have existing connections set up via paper form or other previous sign-up tools, you will not see these connections on this online tool.

HSBC 🔀		English ¥	Return to Internet Banking Log off
Manage Bank Feed	Manage bank feeds		
	xero 13 connected accounts		1 Revoke >
	Connect other accounts If you went to set up a new bank feed, pieces click on "Set up a new bonk feed"		
			Set up a new bank feed

Please have your Xero username and password on hand, as you will need these during the disconnection process.

4.2. Selecting the accounts to disconnect

All previously connected accounts are shown on this page. Once you select the ones you wish to disconnect, click on ² "Continue" to review your selection.

If you have an existing Xero bank feed set up via HSBC's paper form or previous sign-up tools, please speak to Xero to disconnect these accounts.

HSBC 🔛	■ English.							
Manage Bank Feed	Manage Bank Food Revoke access for existing bank feed							
	1. Provider selection 2. Bank account selection 3. Review 4. Confirmation							
	Please select the company accounts you wish to disconnect. You can select the account of only one company. You cannot select account by individual currency but can select all accounts under same company or specific account types. Selected provider XERO Disconnect accounts from bank feed Currency							
	GBB TESTING							
	Continue							

4.3. Reviewing the disconnection selection

One you have confirmed your choice of the accounts you would like to disconnect, click on "Disconnect accounts from bank feed".

If you wish to change your selection at this stage, click on ² "Back" to be redirected to the account selection page.

If you wish to stop the disconnection process, click on ³ "Cancel" to be taken back to the main page.

HSBC 🚺	• English v Return to	Internet Banking Log off
Manage Bank Feed	Revoke access for existing bank feed	
	1. Provider selection 2. Bank account selection 3. Review	4. Confirmation
	Psease review and click "Disconnect accounts from bank feed" to confirm your instruction.	
	Selected provider XERO	
	Disconnect accounts from bank feed	Currency
	GBB TESTING	
	EUR CombNations Statement Sevings Account 001-260821-275	EUR
	AUD CombiNations Statement Savings Account 001-050621-277	AUD
	CAD Comb/Nations Statement Savings Account 001-080821-279	CAD
2	Back 3 Cancel 1 Discor	nnect accounts from bank feed

4.4. Confirmation

Once you have submitted your disconnection choices, HSBC will immediately acknowledge them and stop sending your bank feed data to the accounting software within two working days.

If you disconnect one or more accounts by accident, please launch the "Manage Bank Feed" connections tool, click on "Set up a bank feed" and follow the on-screen instructions.

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Manago Dank Food	Revoke access for existing bank feed					
	1. Provider selection	2. Bank account selection	3. Beven	4. Confirmation		
	Successful Submission Your bank lead works instruction has been submitted successfully. We will disconnect the selected accounts from Xero after 2 working days. For enquires phase contact Xero via benifieded/plano.com.					
	Data Actioned by Selected provider	19 Oct 2017 11:33 PUSER1 XIRO				
	Disconnext accounts from be			Currency		
	GOD TEETING					
	AUD Current Account			AUD		
	CAD Current Account			CAD		
	CHF Current Account			CHF		
	JPV Currant Account			304		
			Print this scre	Back to account overview		

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