

Welcome to payment online

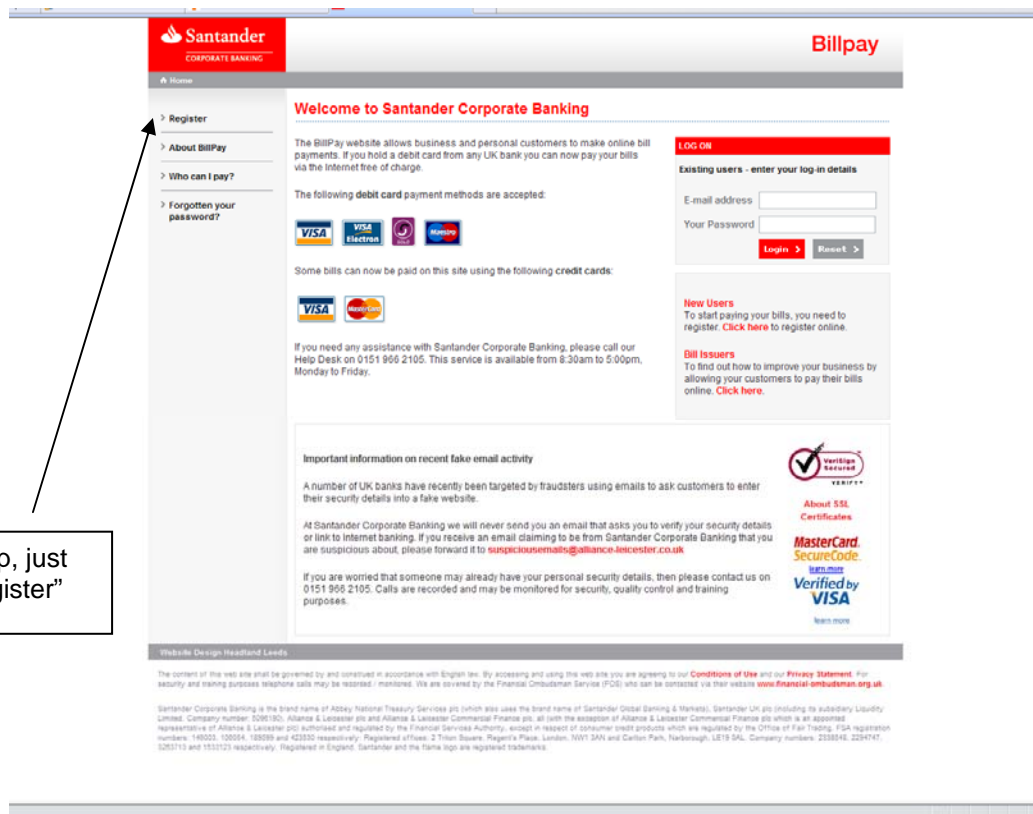
This is a simple guide to setting up your account so you can pay any costs or rent online.

It is quick, easy and safe.

Step 1 – Find the website

This is located at: <https://www.billpayment.co.uk/scripts/index.asp>

And looks like:



The screenshot shows the Santander Billpay website interface. At the top, there is a navigation bar with the Santander logo and 'CORPORATE BANKING' on the left, and 'Billpay' on the right. Below the navigation bar, there is a main content area with a sidebar on the left and a main content area on the right. The sidebar contains a 'Register' link, which is highlighted by a red box and an arrow pointing to it. The main content area features a 'Welcome to Santander Corporate Banking' message, a 'LOG ON' section with a login form, and a 'New Users' section with a 'Click here to register online' link. There are also logos for Visa, Visa Electron, and Alamo, and a 'Verified by VISA' logo. At the bottom of the page, there is a footer with legal information and contact details.

Register

LOG ON

Existing users - enter your log in details

E-mail address

Your Password

Log In **Reset**

New Users

To start paying your bills, you need to register. [Click here to register online.](#)

Bill Issuers

To find out how to improve your business by allowing your customers to pay their bills online. [Click here.](#)

Important information on recent fake email activity

A number of UK banks have recently been targeted by fraudsters using emails to ask customers to enter their security details into a fake website.

At Santander Corporate Banking we will never send you an email that asks you to verify your security details or link to Internet banking. If you receive an email claiming to be from Santander Corporate Banking that you are suspicious about, please forward it to suspiciousemail@alliance-liverpool.co.uk

If you are worried that someone may already have your personal security details, then please contact us on 0151 958 2105. Calls are recorded and may be monitored for security, quality control and training purposes.

Verified by VISA

MasterCard SecureCode

About SSL Certificates

Website Design Headland Leeds

The content of this web site shall be governed by and construed in accordance with English law. By accessing and using the web site you are agreeing to our [Conditions of Use](#) and our [Privacy Statement](#). For security and training purposes telephone calls may be recorded / monitored. We are covered by the Financial Ombudsman Service (FOS) who can be contacted via their website www.financial-ombudsman.org.uk.

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To sign up, just click "Register"

Step 2 – Sign up (Register)

You'll be asked to agree to the Santander terms and conditions

The screenshot shows the Santander Billpay registration page. The 'Register' section is highlighted with a red header. Below the header, there is a 'Terms & Conditions' section with a red background. A checkbox is checked, indicating agreement to the terms. Below this, there are two buttons: 'Accept terms and conditions' and 'Decline'. The page contains detailed terms and conditions, including definitions for various terms used in the service.

Register

Terms & Conditions

I have read and understood the Declaration and the Terms and Conditions and I agree to be bound by them. I wish to apply now.

[Accept terms and conditions](#) [Decline](#)

Please read these terms and conditions carefully. These terms and conditions explain Your rights and responsibilities to Us and Our rights and Responsibilities to You in respect to the use of the Bank's BillPay service.

All terms & conditions and the language of any contracts forwarded will be in the English Language.

Please print these Terms & conditions and keep for your own records.

1. DEFINITIONS

In these terms and conditions the following expressions have the following meanings:

1.1. "Santander Corporate Banking" means Santander Corporate Banking and its subsidiaries (whether direct or indirect).

1.2. "Authorised User" means any person authorised by You to provide instructions to Us.

1.3. "Bank", "Us", "Our" or "We" means Santander Corporate Banking.

1.4. "Business Day" means any day (other than a Saturday or a Sunday or a Statutory Bank Holiday) on which UK clearing banks are open for a full range of banking transactions.

1.5. "Customer", "You" or "Your" means You, the individual, sole trader, partnership or limited liability company named on the online registration form for the Service and includes any Authorised Users.

1.6. "Instruction" means using the Service to:

1.6.1. obtain information relating to transactions requested by You through use of the Service during the preceding 12 months;

1.6.2. instruct Us to instigate debit card payments in accordance with the on-line payment instructions;

1.6.3. use the other facilities which We may from time to time incorporate into the Service.

1.7. "Security Information" means

1.7.1. the initial password which You will use as provided for in Clause 4.2.1; and

1.7.2. the User ID; and

1.7.3. the user password which You will use as provided for in Clause 4.2.1; and

1.7.4. any other security processes notified to You by Us from time to time

1.8. "Service" means the Service, known as "BillPay", offered by the Bank to customers to enable customers to carry out Instructions via

Click here

You'll then be asked to enter your details. Please make sure you enter these correctly.

The screenshot shows the Santander Billpay registration page at the 'Enter your details' stage. The page is divided into two main sections: 'Your details' and 'Your Login Details'. The 'Your details' section includes fields for Title, First Name, Surname, Postcode, and Address. The 'Your Login Details' section includes fields for E-mail Address, Choose a Password, Confirm Password, Security Question, and Security Question Answer. There are 'Submit' and 'Clear' buttons at the bottom of the form.

Enter your details

Your details and Address

Enter your full name and address as it appears on the bill(s) you wish to be able to pay on-line.

Items marked "*" must be completed.

Your details

Title *

First Name: *

Surname: *

Postcode: * [Find address](#)

Address: *

Telephone Number: *

Fax Number:

Your Login Details

Security details

E-mail Address: *

Choose a Password: *

Confirm Password: *

Security Question: *

Security Question Answer: *

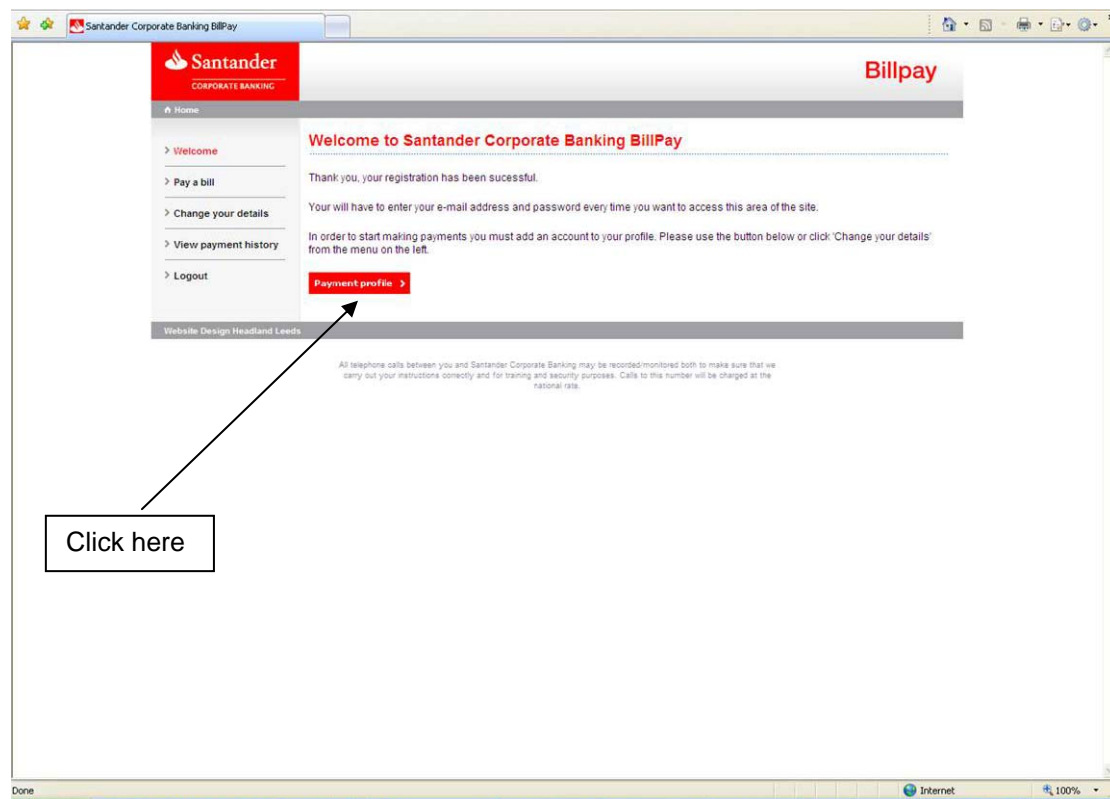
[Submit](#) [Clear](#)

Security details	
E-mail Address: *	<input type="text"/>
Choose a Password: *	<input type="text"/>
Confirm Password: *	<input type="text"/>
Security Question: *	<input type="text"/>
Security Question Answer: *	<input type="text"/>

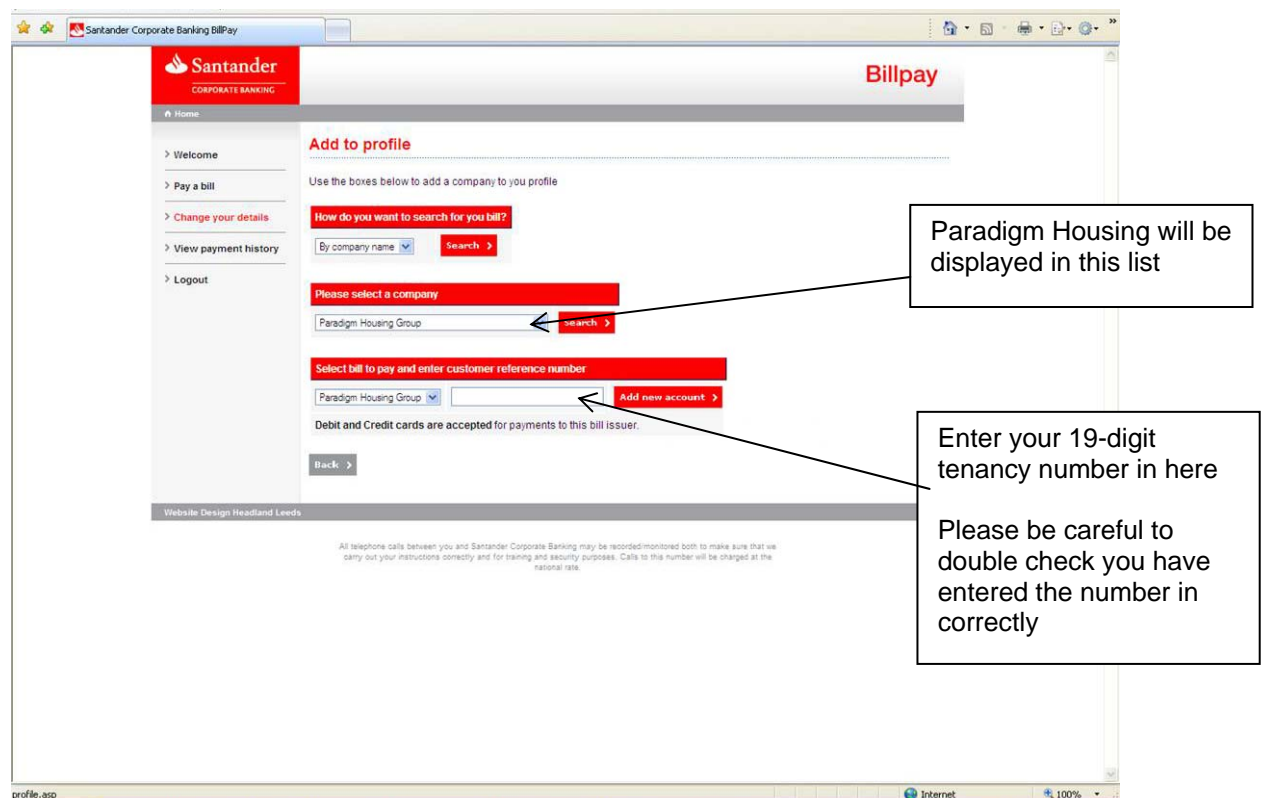
Your details	
Title *	<input type="text" value="-- Please Select --"/>
First Name: *	<input type="text"/>
Surname: *	<input type="text"/>
Postcode: *	<input type="text"/> Find address
Address: *	<input type="text"/>
Telephone Number: *	<input type="text"/>
Fax Number:	<input type="text"/>

Step 3 – Create a payment profile

Once you have done this, you need to set up your payment options. This is because the Santander website can be used to pay more than just your Paradigm costs. It can be used for all sorts of other payments – such as council tax or utility bills.



Paradigm Housing has been added to the list of companies you can pay using this website.



Now you're ready to pay online.

Paying a bill

The screenshot shows the Santander Corporate Banking Billpay interface. On the left, a navigation menu includes 'Welcome', 'Pay a bill', 'Change your details', 'View payment history', and 'Logout'. The main content area is titled 'Pay a bill' and contains the following sections:

- Select a bill to pay:** A dropdown menu showing '- Paradigm Housing Group :'. A callout box points to this dropdown with the text: "2. Paradigm Housing Group will be displayed in this list".
- Payment details:** A form with fields for:
 - Amount to pay: * (input field with '0' and '00' and a 'p' symbol)
 - Card type: * (dropdown menu with 'Debit and Credit cards accepted')
 - Name on card: * (input field)
 - Card number: * (input field)
 - 3 digit card security code: * (input field)
 - Expiry date: * (two dropdown menus)
 - Issue Number: (input field)A callout box points to the 'Amount to pay' field with the text: "3. Enter in the amount you wish to pay and your card details."
- Buttons: 'Continue' and 'Reset'.

A callout box points to the 'Continue' button with the text: "4. Click 'Continue'".

A callout box on the left points to the 'Pay a bill' menu item with the text: "1. Click here and the screen shown will appear."

You will then be shown a confirmation page

The screenshot shows the Santander Corporate Banking Billpay confirmation page. The main content area is titled 'Pay a bill' and contains the following sections:

- Text: "Thank you, we have validated your details. To complete the request we must now authorise your payment. Please confirm all details below are correct and click 'Confirm payment' to proceed, otherwise click 'cancel'."
- Check details:** A table with the following rows:

Bill to pay:	
Amount debited:	
Card Holder:	
Card Number:	
Card security code:	
Expiry Date:	
Card Issue:	
- Buttons: 'Confirm payment' and 'Cancel'.
- Text: "To confirm your payment please click the 'Confirm payment' button ONCE. Your payment could take a few moments to process, so please be patient."

A callout box points to the 'Confirm payment' button with the text: "5. If this information is correct click 'Confirm Payment'".

The payment will then be shown in your payment history.

View your payment history by clicking here.

Santander CORPORATE BANKING **Billpay**

Home

- Welcome
- Pay a bill
- Change your details
- View payment history**
- Logout

Payment history

Below is a record of all payments put through our system in the last 12 months.

Trans ID	Date	Payee	Reference Number	Payment Amount	Status
	15/07/2010 14:39:40	Paradigm Housing Group			

Website Design Headband Leads

All telephone calls between you and Santander Corporate Banking may be recorded/monitored both to make sure that we carry out your instructions correctly and for training and security purposes. Calls to this number will be charged at the national rate.

Additional Information

You can change your payment profiles at any time.

Santander CORPORATE BANKING **Billpay**

Home

- Welcome
- Pay a bill
- Change your details
- View payment history
- Logout

Amend payment profile

Current profile entries

Bill to pay	Category	Reference number	Cards accepted	Amend	Remove from profile
Paradigm Housing Group	Housing Associations /Council Rents /Mortgage Payments		Debit and Credit cards accepted	Amend >	Remove >

[Add new account >](#)

[Back >](#)

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