

User Guide

Digital Business Banking

Accounting Software Integration – “Manage Bank Feeds” Tool

August 2021



Introduction

This is a user guide for the Accounting Software Integration “**Manage Bank Feeds**” tool. You should follow this guide if you are trying to connect new accounts to only Sage Online platforms to use this service and explain the disconnection process as well. The guide covers Digital Business Banking (DBB).

From 10th July 2021, HSBC direct feeds will only be accepting new connections of Sage

Digital Business Banking (DBB) customer journey for Manage Bank Feeds

1. Starting the “Manage Bank Feeds” tool

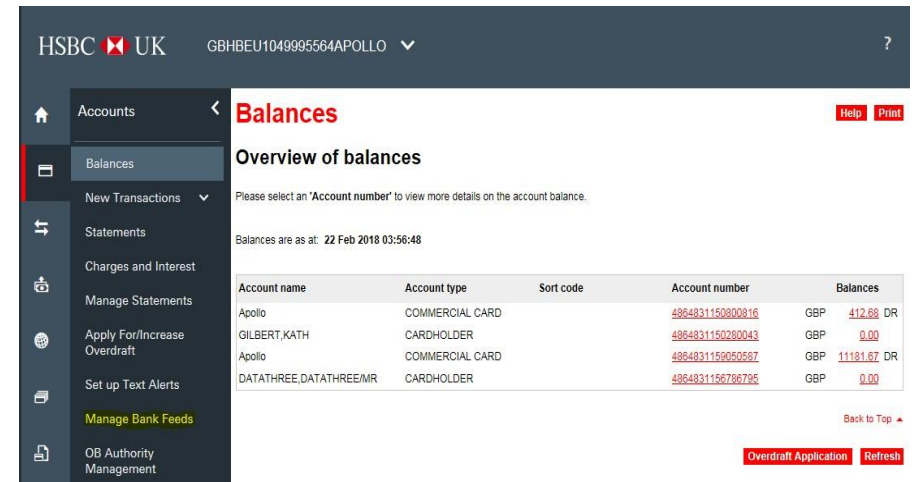
1.1 How to start the “Manage Bank Feeds” tool

To start transferring transactional data from your accounts to your accountancy package, click on **Set up bank feeds**.

You can start the tool by navigating to your Business Internet Banking homepage and selecting:

Accounts > Manage Bank Feeds from the Account Overview page.

At this time, you can only use this tool if you’re a primary user of your Business Internet Banking.



This information for Manage Bank Feeds only covers DBB platform and do not cover Open Banking

1. Starting the “Manage Bank Feeds” tool

1.2 “Manage Bank Feeds” landing page for new customers – Sage Only

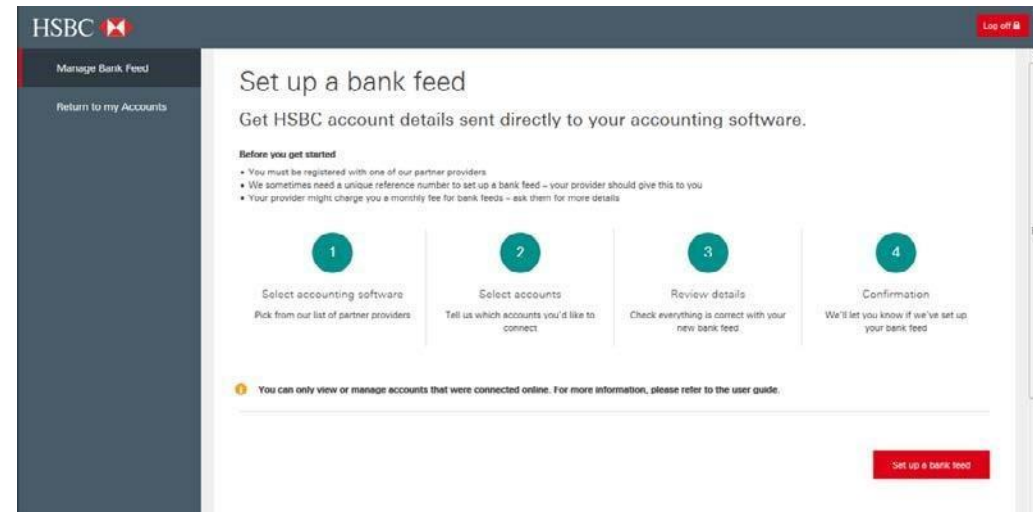
When using the online tool for the first time, you will see this page:

Using the managed bank feed tool, click on Set up a new bank feed.

You must be registered with a partner provider to use this tool. Currently, HSBC offers this service for new connections only through Sage only. The Sage will be able to provide you with instructions if you would like to sign up for their services.

To learn more about Sage provider, feel free to visit their websites:

- **SAGE** [click here](#)



Please Note:

HSBC is unable to help you register with these providers, please complete your registration with your preferred provider before taking any step to connect your accounts for Manage Bank Feeds. While we will not charge you for using this service, some software providers might. Equally, we cannot give you any pricing information. Instead, please directly contact your accounting software service provider for information and pricing queries.

If you have existing connections, from using paper forms or other set-up tools in the past, you will not see them on this online tool.

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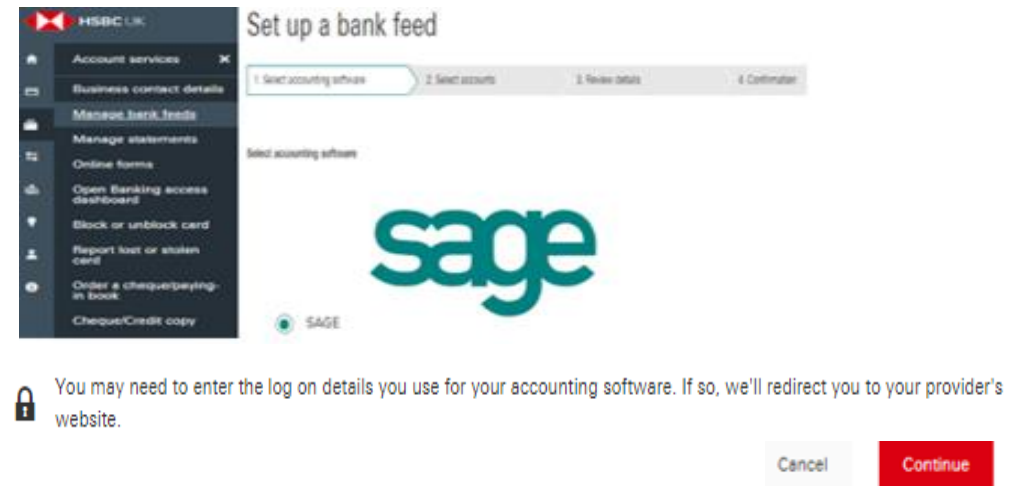
1. Starting the “Manage Bank Feeds” tool

1.3 “Manage Bank Feeds” homepage for customers with existing connections

If you have existing bank feed connections, you will see the “Manage Bank Feeds” page when the tool is launched.

The page gives you the opportunity to connect new accounts to the Sage provider only

To set up a bank feed click on **Sage** and then continue.



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2. Connecting new accounts – Sage Only

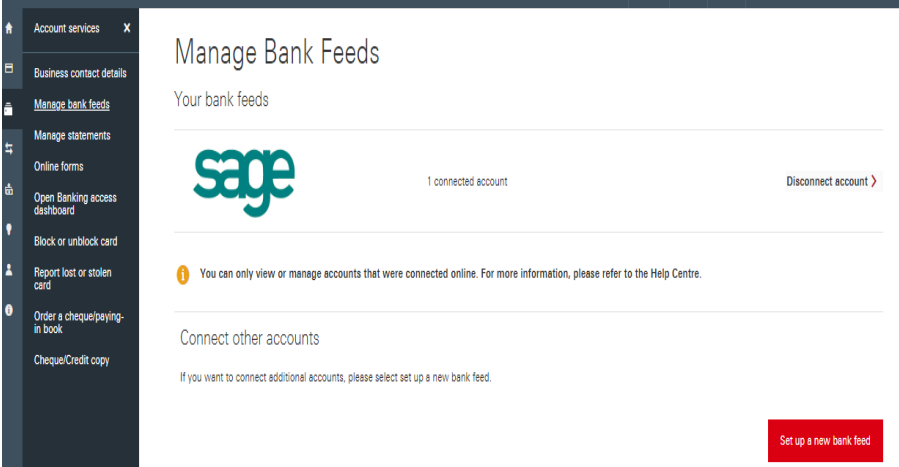
2.1 How to start the connection process

Select Set up a new bank feed from your respective landing page to start connecting new accounts.

Please Note:

Before attempting to connect accounts, you must have an existing subscription to Sage. HSBC cannot help you with registering or correcting provider-related issues. Instead, please refer to your provider’s website/customer support team for details. For further information, you can refer to:

SAGE [click here](#)



2. Connecting new accounts-Sage Only

2.2 Selecting the accounting service provider

The first step to set up new connections is to select the accounting service provider. You must be registered with the Sage provider shown on this page. HSBC online “Manage Bank Feeds” tool currently supports Sage software for new connections only. If you are not currently registered, please do not carry out any setup step at this point.

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2. Using the “Manage Bank Feeds” for Sage users

2.3 Selecting the accounts

This page shows all eligible accounts available for connection. Currently, HSBC supports bank feed connections for current, savings and foreign currency accounts. Please note that users will be required to complete a 2-step setup process when connecting to Sage. Once you have selected an account, click on **Continue**.

2.4 Reviewing the choices

We need to collect your consent, via the tick box to share your bank transaction data with your chosen provider. You can't continue the process if you haven't ticked the box.

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

To terminate the set-up process/change the provider you wish to connect your account to, you need to click on **Cancel** to be taken back to your respective landing screen.

2.5 Confirmation

After you have ticked the box for consent capture, HSBC will acknowledge and confirm your selection. You must get in touch with Sage to complete the setup with them, otherwise, your account information will not feed into your Sage profile.

It takes three working days to start sending transaction data to Sage, as HSBC needs to run certain background processes to start the data flow process.

In case you connected one or more accounts by accident, you must launch the “**Manage Bank Feeds**” tool and disconnect these accounts (details about this journey can be found in Chapter 3). You need to allow three working days for HSBC to process your request once submitted.

The screenshot shows the 'Set up a bank feed' page within the 'Account services' menu. The page has a dark sidebar with options like 'Business contact details', 'Manage bank feeds', 'Manage statements', 'Online forms', 'Open Banking access dashboard', 'Block or unblock card', 'Report lost or stolen card', 'Order a cheque/paying in book', and 'Cheque/Credit copy'. The main content area shows a progress bar with four steps: 1. Select accounting software (completed), 2. Select accounts (current), 3. Review details, and 4. Confirmation. Below the progress bar, there is a message: 'You can select any of these current, savings and foreign currency accounts. If you've just selected a company on your accounting software, you should only select accounts belonging to it.' The 'Selected provider' is 'SAGE'. There is a table of accounts with checkboxes and columns for 'Account' and 'Currency'. The table contains one row:

Account	Currency
<input checked="" type="checkbox"/> DBB PO TEST 2111..... - BUSINESS A/C	GBP

 At the bottom right, there are 'Cancel' and 'Continue' buttons.

The screenshot shows the 'Set up a bank feed' page in the HSBC UK mobile app. The sidebar includes 'My HSBC', 'Accounts', 'Account services', 'Make payments', 'Manage payments', 'Products and services', 'Manage users', and 'Contact and support'. The main content area shows the same progress bar as the previous screenshot. A green confirmation message states: 'We've set up your bank feed. We'll start sending data to your accounting software provider within 3 working days unless we have to confirm any details with you. Your provider may require you to complete further steps, please contact them to verify and confirm the status of your bank feed.' Below this, there is a table with details:

Date	12 Jul 2021 22:55
BIB ID	GBHBEU1013806318PUJAJAIDMO
Selected provider	SAGE

 Below the table is another table of accounts:

Accounts	Currency
<input checked="" type="checkbox"/> DBB PO TEST 21119869 - 40-04-43 - BUSINESS A/C	GBP

 At the bottom right, there are 'Print' and 'Return to Manage Bank Feeds' buttons.

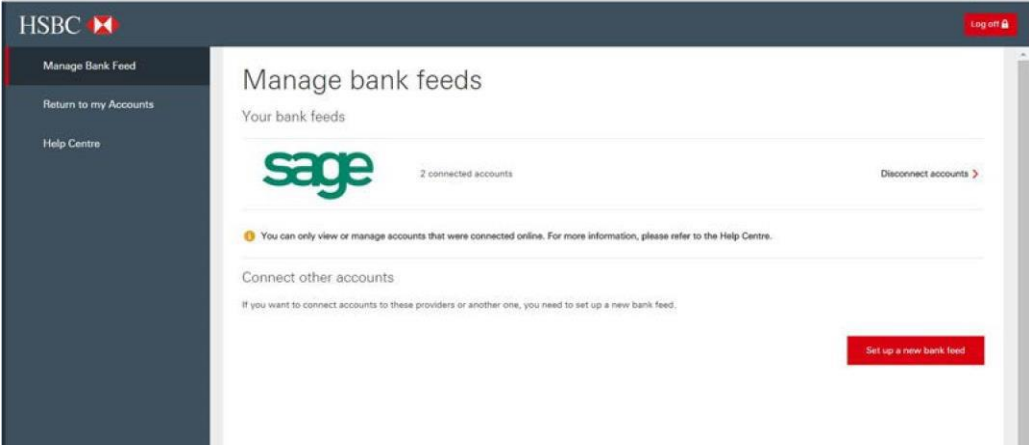
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3. Disconnecting accounts for Sage users

3.1 Starting the disconnection process

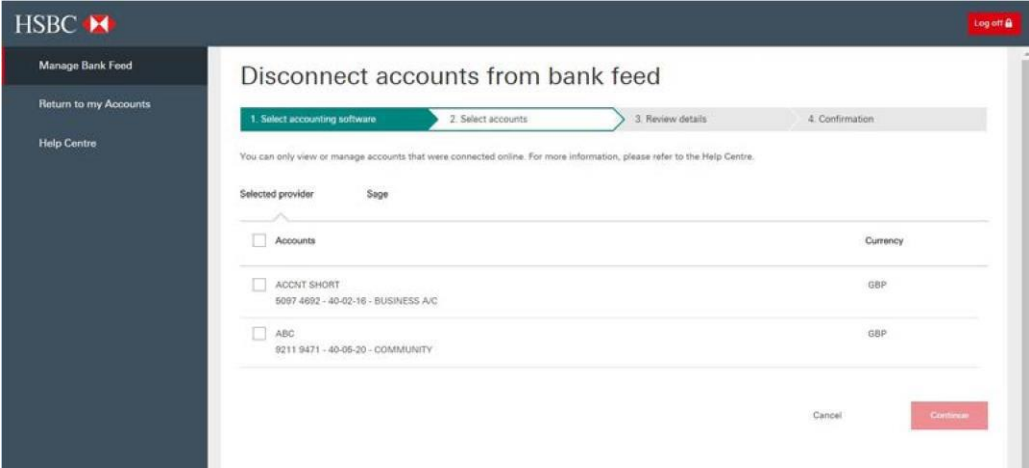
To start disconnecting existing account connections, you must click on **Disconnect accounts** next to the logo of your provider on the landing page.

If you have existing connections using paper forms/other set-up tools from the past you will not see these on this online tool.



3.2 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 **Continue** to review your selection.



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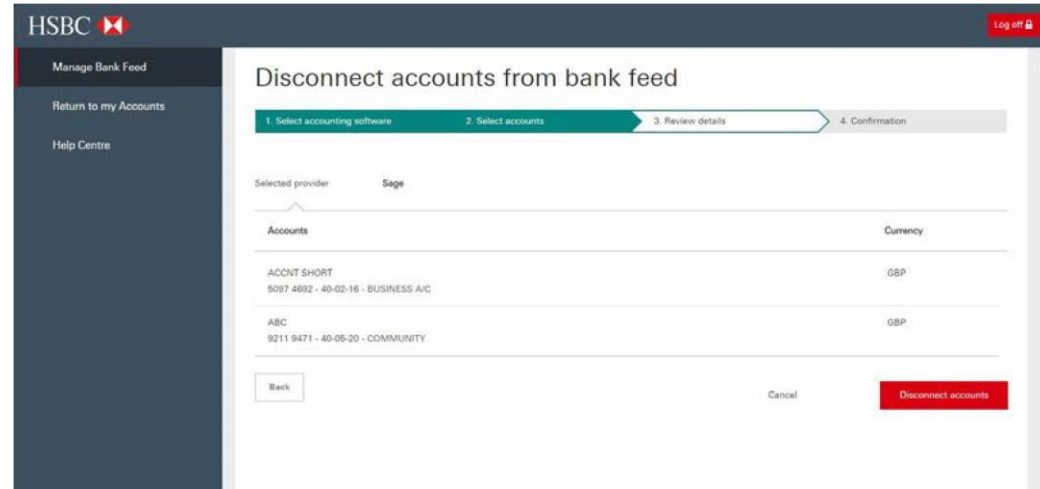
3. Disconnecting accounts for Sage users

3.3 Reviewing the disconnection selection

Once you're satisfied with your choices about accounts you would like to disconnect, click on **Disconnect accounts**.

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

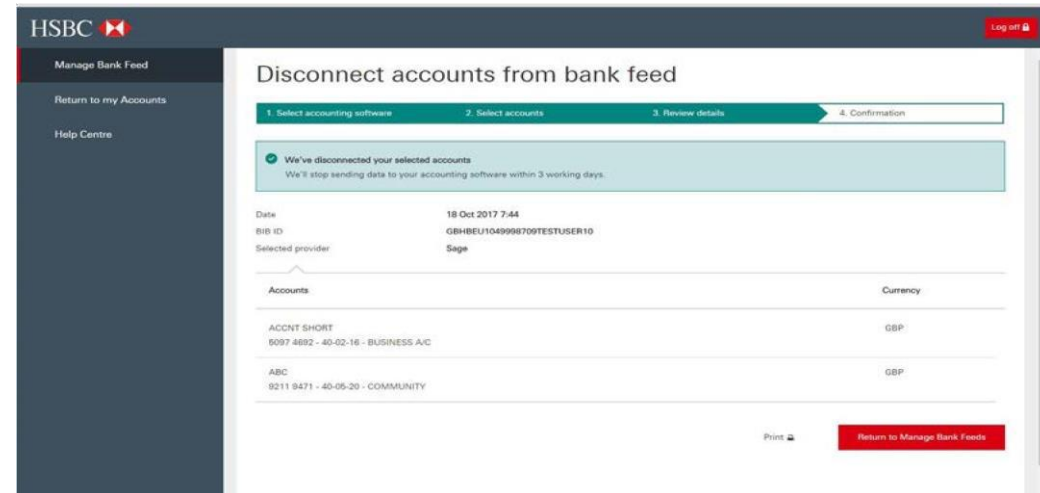
If you wish to terminate the disconnection process/disconnect accounts from another provider, click on **Cancel** to be taken back to your respective landing screen.



3.4 Confirmation

Once you have submitted the disconnection choices, HSBC will immediately acknowledge these and stop sending data into the accounting software within **three working days**.

If you disconnect one or more accounts by accident, you need to launch the **Manage Bank Feeds** tool, click **Set up a bank feed** and follow on-screen on instructions.



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