

CDF ONLINE PAYMENT MANAGEMENT

USER GUIDE

29 June 2026



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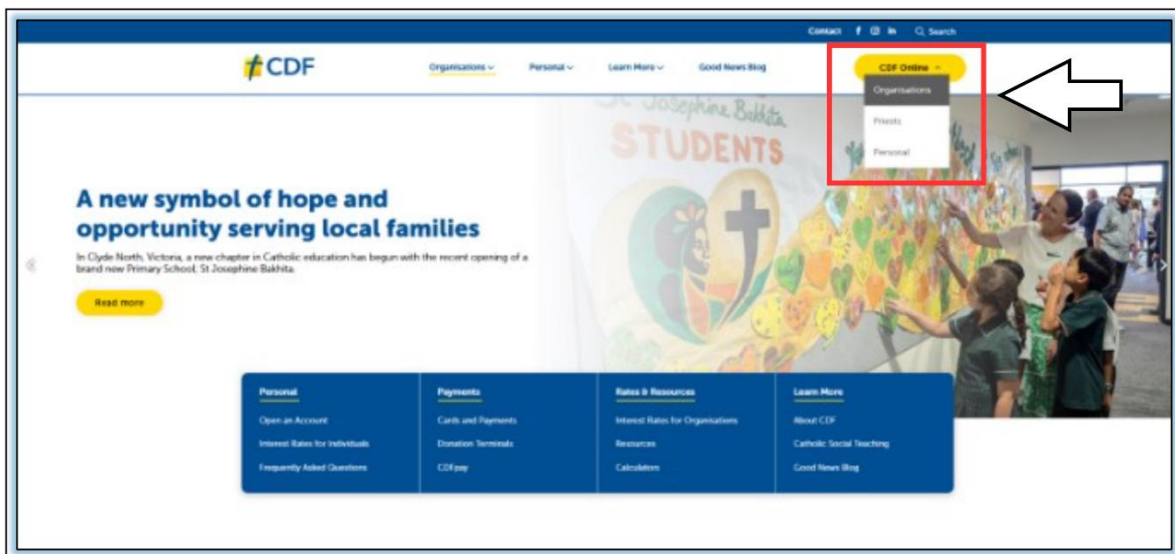
Overview

This guide provides step-by-step instructions for managing payments in CDF Online, including:

- Adding a new payee for future payments
- Adding a new future payment
- Amend a future payment
- Amend the address book details
- Cancel a future payment
- Batch Upload
- Initiate and authorise new payment

Access CDF Online

Open the CDF website “[CDF](#)” through any internet browser. For the best experience we recommend Microsoft Edge or Google Chrome.

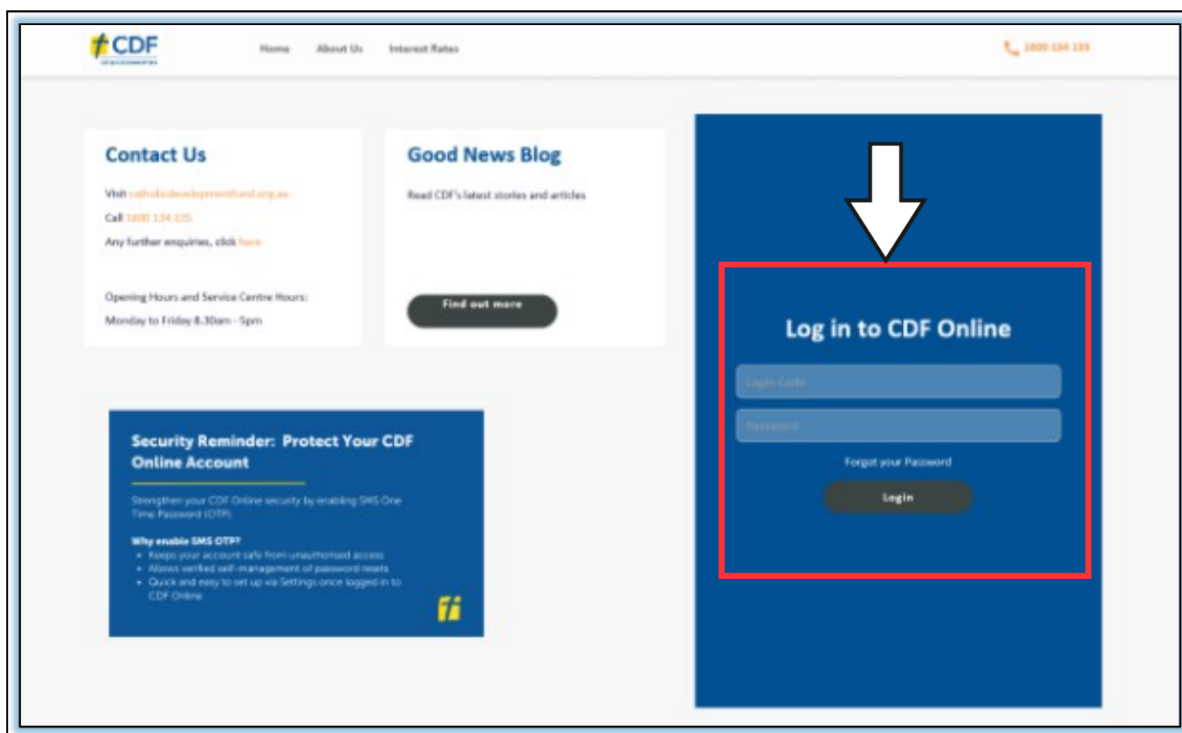


- Click on “**CDF Online**” and select “**Organisations**” from the drop-down list

Step 1:

- Once clicked the login page will appear
- Log in to the portal by providing your username and password securely.

- **Login Code:** Enter your login
- **Password:** Enter the password



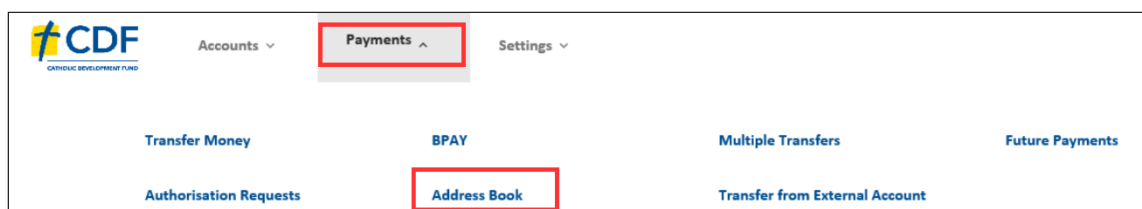
PART A: SETTING UP EXTERNAL DEBITS

Section 1: Add a New Payee for direct debit

This section provides a detailed step-by-step guide to add a new payee to CDF Online.

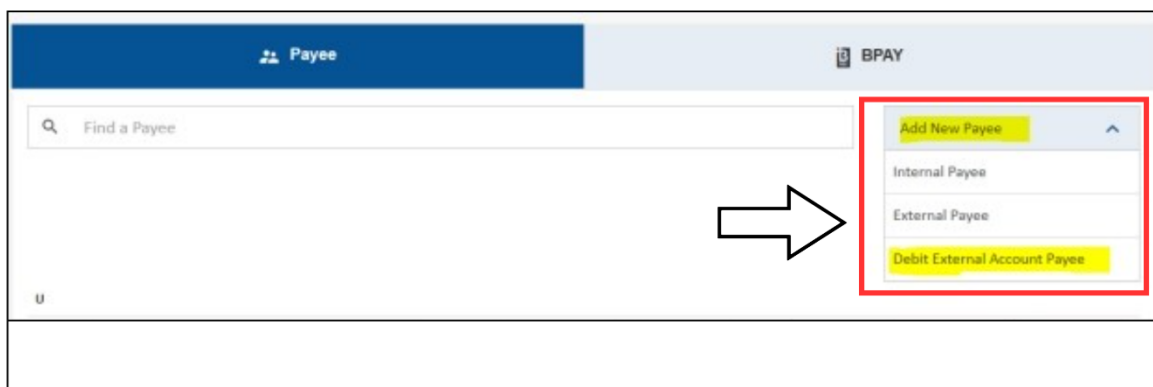
Step 1:

- The home page will display a list of your accounts
- Use the tabs at the top of the screen to explore different options.
- Click on “**Payment**” then “**Address Book**”.



Step 2:

- The address book screen will have two sections: Payee and BPAY
- Click on the “**Payee**” option
- Select “**Add New Payee**”
- Click to select “**Debit External Account Payee**”



TIP

You must hold a signed direct debit agreement from the payee before debiting their account.

Step 3:

- The following screen will appear
- Enter the details for new payee
 - **Personal Payer Description:** Use the description which will identify the payee in the address book
 - **BSB Number:** Enter the payee's BSB number
 - **Account Number:** Enter the payee's Account Number
 - **In the Name of:** Enter the name of the payee
 - **Reference to appear on your statement:** Enter Family code or Surname or any relevant information that needs to appear on your statement.
 - Select **"No"** to display the same reference for the payee
 - **Lodgement Reference:** Enter your organisation name as the reference (for example "St Marys CPS" or "Richmond Parish"). This will appear on the payees statement

- After entering all the above required information, select the **"Save"** button.

Address Book

Add Account Personal Payer for Debit External Accounts

Personal Payer Description

BSB Number

Account Number

In the Name of

Reference to appear on your statement

55 Character limit

☒ Yes
 ☐ No

Same reference for payee

Lodgement Reference

18 Character limit

[Back](#)
[Update & Pay](#)
[Save](#)



- The New Payee details will be added to the portal and appear in the address book as below.

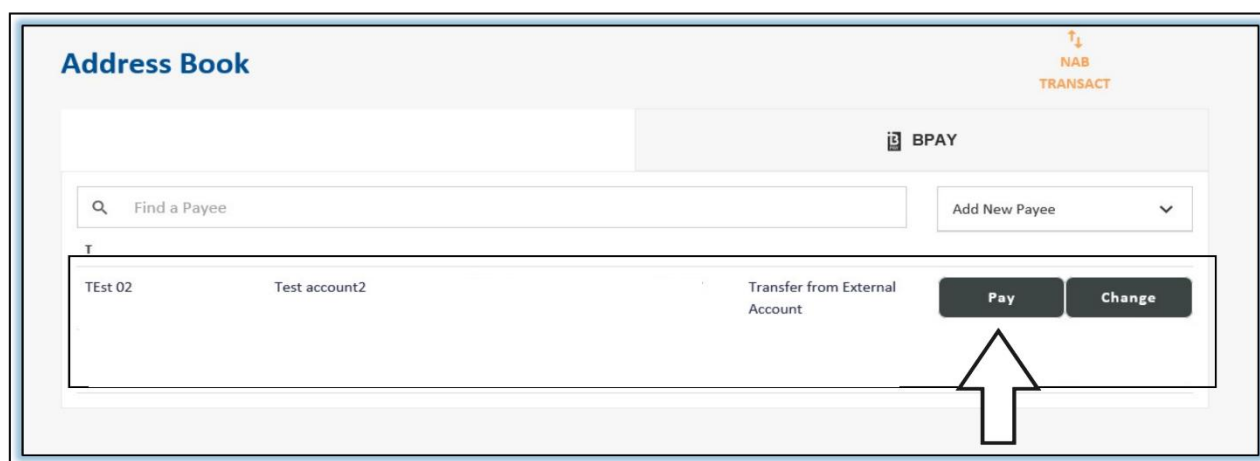


Section 2: Add a New Future Payment

Following the update of the new payee details, you can proceed to set up new future payments.

Step 1:

- The Address Book under the Payment option will display the new saved payee details.



The screenshot shows the 'Address Book' interface. At the top right, there is a 'NAB TRANSACT' logo. Below it, there is a 'BPAY' icon. A search bar labeled 'Find a Payee' is present. To the right of the search bar is a dropdown menu labeled 'Add New Payee'. Below the search bar, there is a table with the following content:

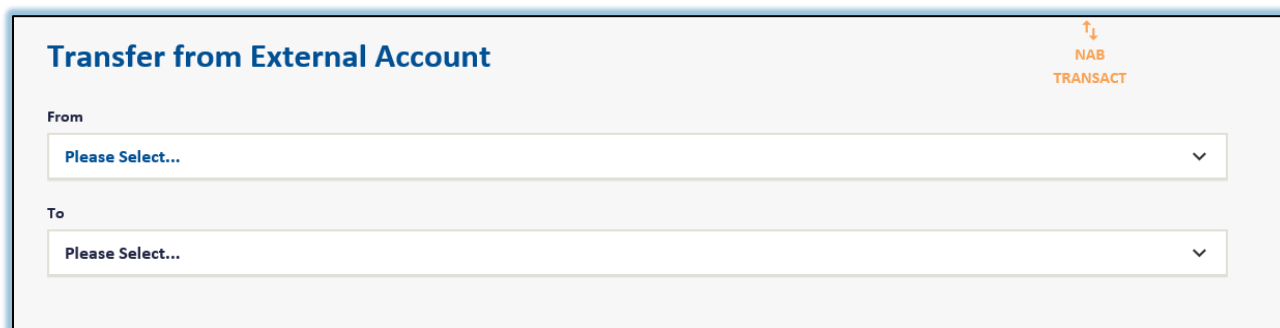
T	Test account2	Transfer from External Account	Pay	Change
TEst 02	Test account2	Transfer from External Account	Pay	Change

An arrow points to the 'Pay' button in the table.

- Select the payee and Click on the “**Pay**” button located next to the payee

Step 2:

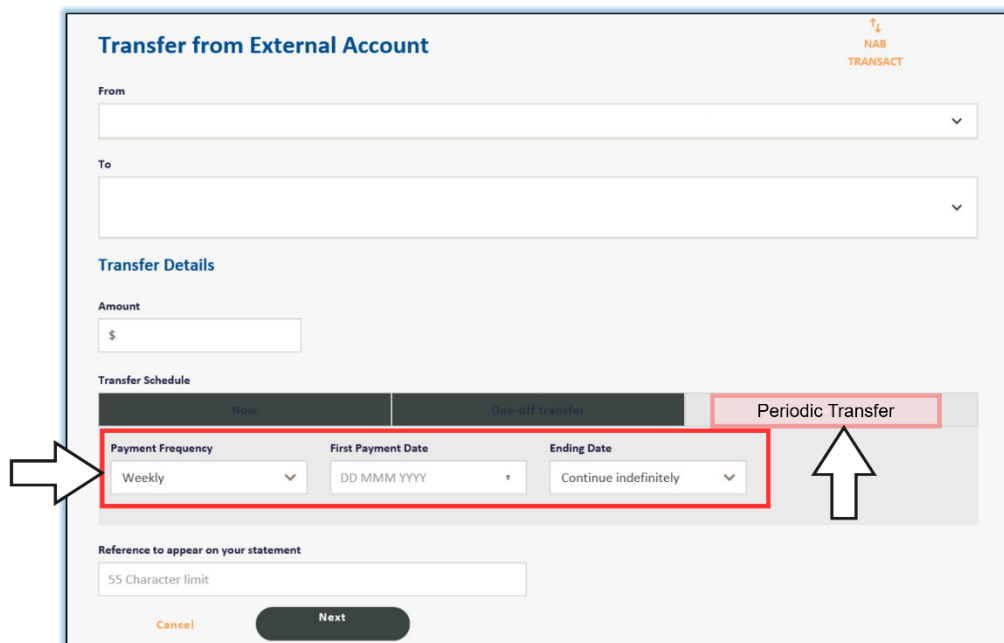
- The following “**Transfer from External Account**” screen will appear



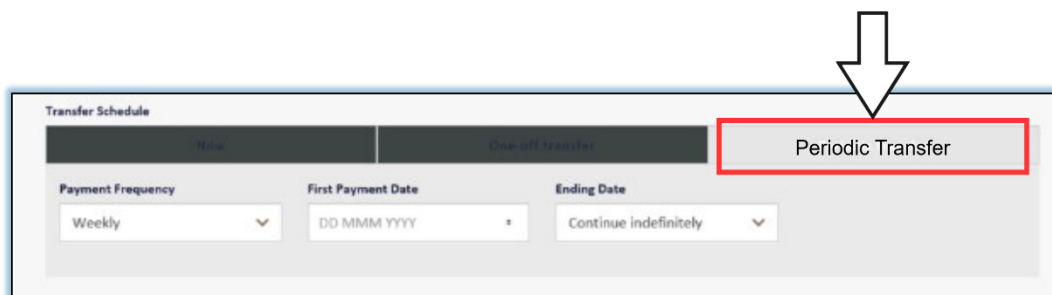
The screenshot shows the 'Transfer from External Account' interface. At the top right, there is a 'NAB TRANSACT' logo. Below it, there is a 'From' label and a dropdown menu with the text 'Please Select...'. Below that, there is a 'To' label and another dropdown menu with the text 'Please Select...'. Both dropdown menus have a downward arrow icon on the right side.

- Firstly, you will need to set up the “**From**” and “**To**” account
 - From:** Select the payee account details
 - To:** Select the account to which the payment to be credited

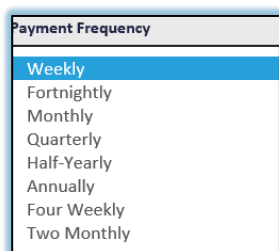
- After selecting the above details, the screen will display a prompt to input additional information.



- Enter the amount of the payment
- Next, select the **“Transfer Schedule”** and choose the **“Periodic Transfer”** option (this will create a recurring periodical payment).



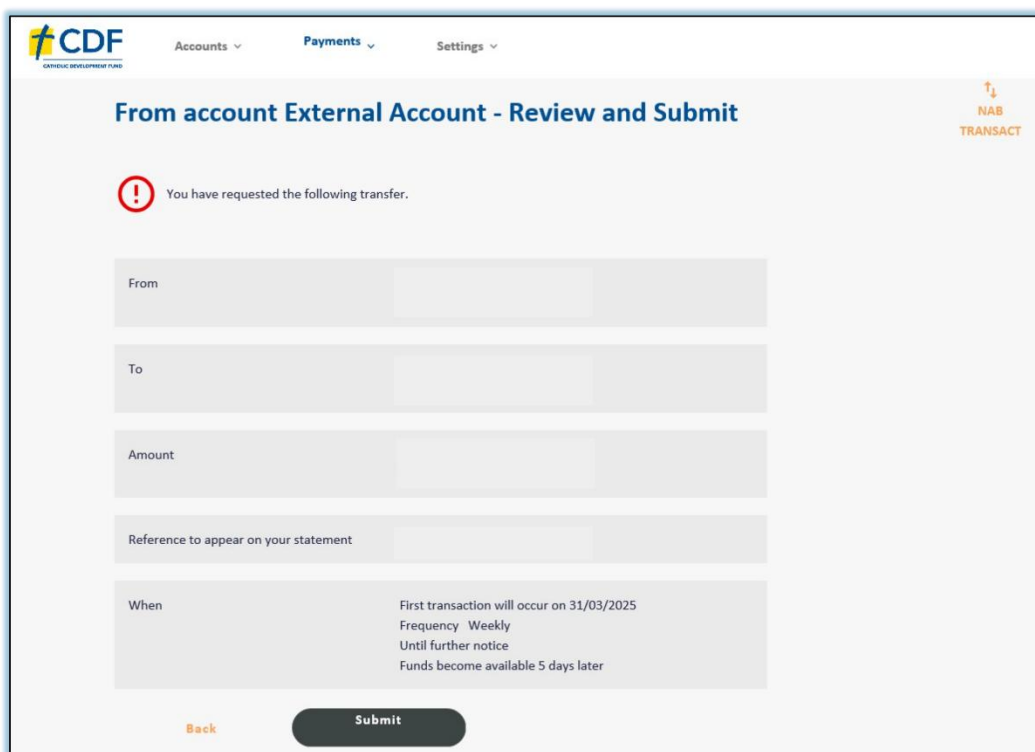
- Select the payment frequency from the drop-down menu as below.



- Select the start date for the first payment to be processed
- You can also select an end date if required
- Enter an appropriate reference to appear in your statement for this account
- Then click on the “**Next**” to review payment

Step 3:

- The following will display the summary of the payment information.
- Review this information to ensure it is correct – to make any adjustments please select “Back”.
- If the information is correct, click “**Submit**”.



CDF CARPENTERS DEVELOPMENT FUND

Accounts ▾ Payments ▾ Settings ▾

From account External Account - Review and Submit

 You have requested the following transfer.

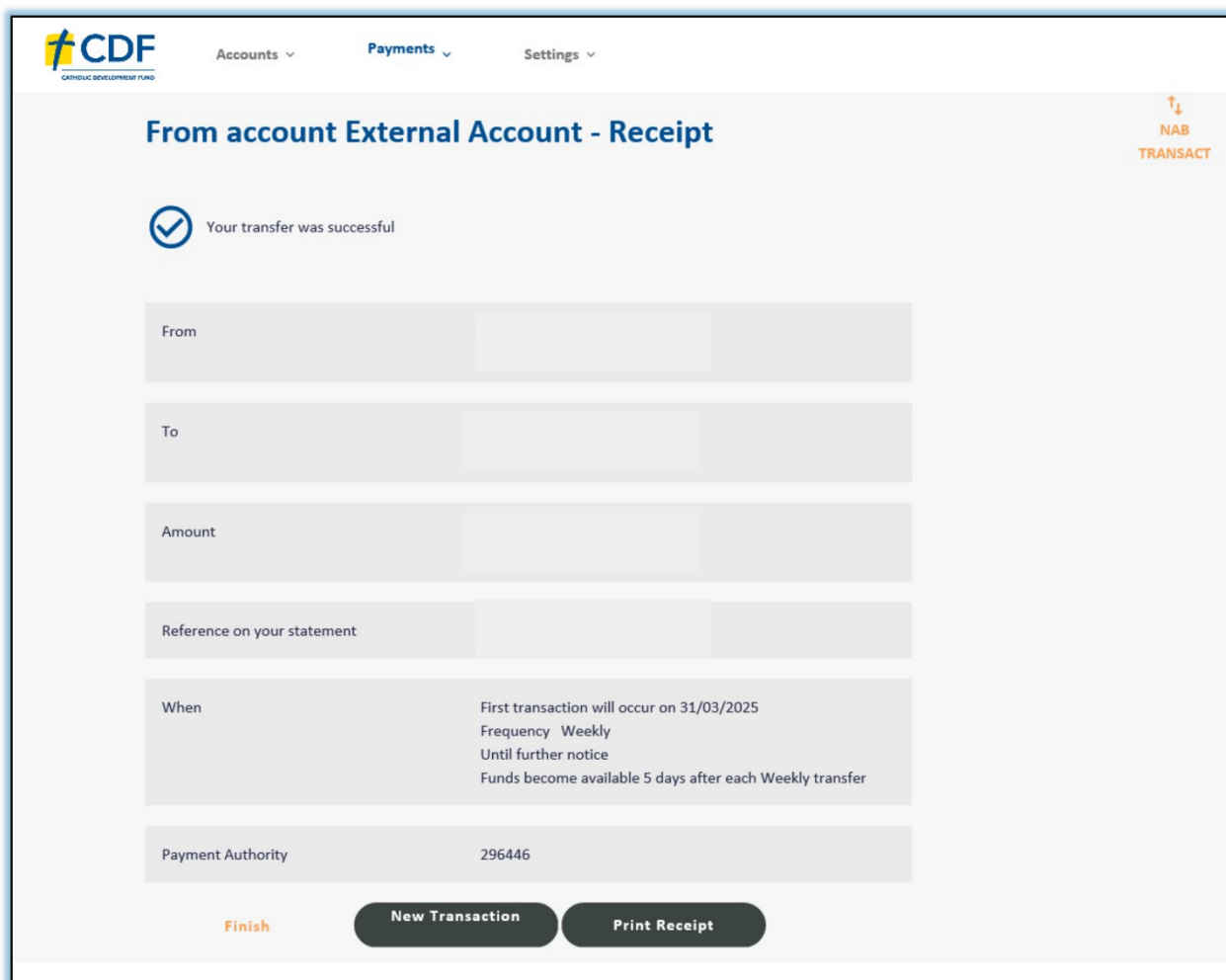
From	
To	
Amount	
Reference to appear on your statement	
When	First transaction will occur on 31/03/2025 Frequency Weekly Until further notice Funds become available 5 days later

[Back](#) **Submit**



Step 4:

- After submission, the final screen will indicate whether the payment was successful
- A payment authority number will be generated for your reference.



The screenshot displays the 'From account External Account - Receipt' page in the CDF system. The page header includes the CDF logo and navigation links for 'Accounts', 'Payments', and 'Settings'. A confirmation message with a checkmark icon states 'Your transfer was successful'. Below this, several input fields are shown, some containing placeholder text: 'From', 'To', 'Amount', 'Reference on your statement', and 'When'. The 'When' field includes additional details: 'First transaction will occur on 31/03/2025', 'Frequency Weekly', 'Until further notice', and 'Funds become available 5 days after each Weekly transfer'. A 'Payment Authority' field displays the number '296446'. At the bottom, there are three buttons: 'Finish', 'New Transaction', and 'Print Receipt'. In the top right corner, there is a 'NAB TRANSACT' logo with an up/down arrow icon.

TIP

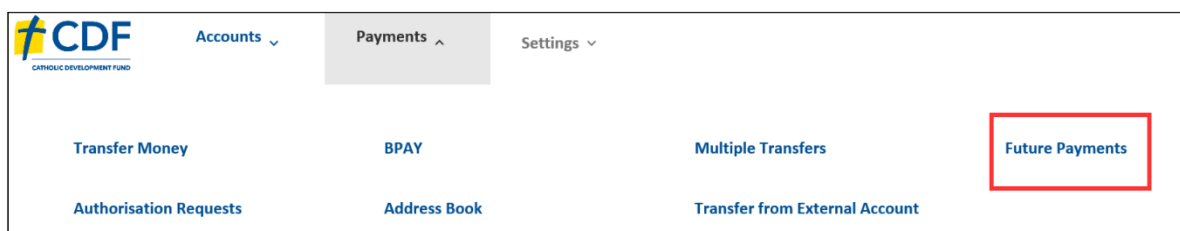
Payments scheduled on a weekend or public holiday will be processed on the previous business day. For example, if a payment is scheduled for a Saturday, it will be processed the Friday before.

Section 3: Amend Future Payment

Once a future payment has been scheduled you are able to make changes until the payments are processed. You can amend a scheduled future payment at any time before it is processed.

Step 1:

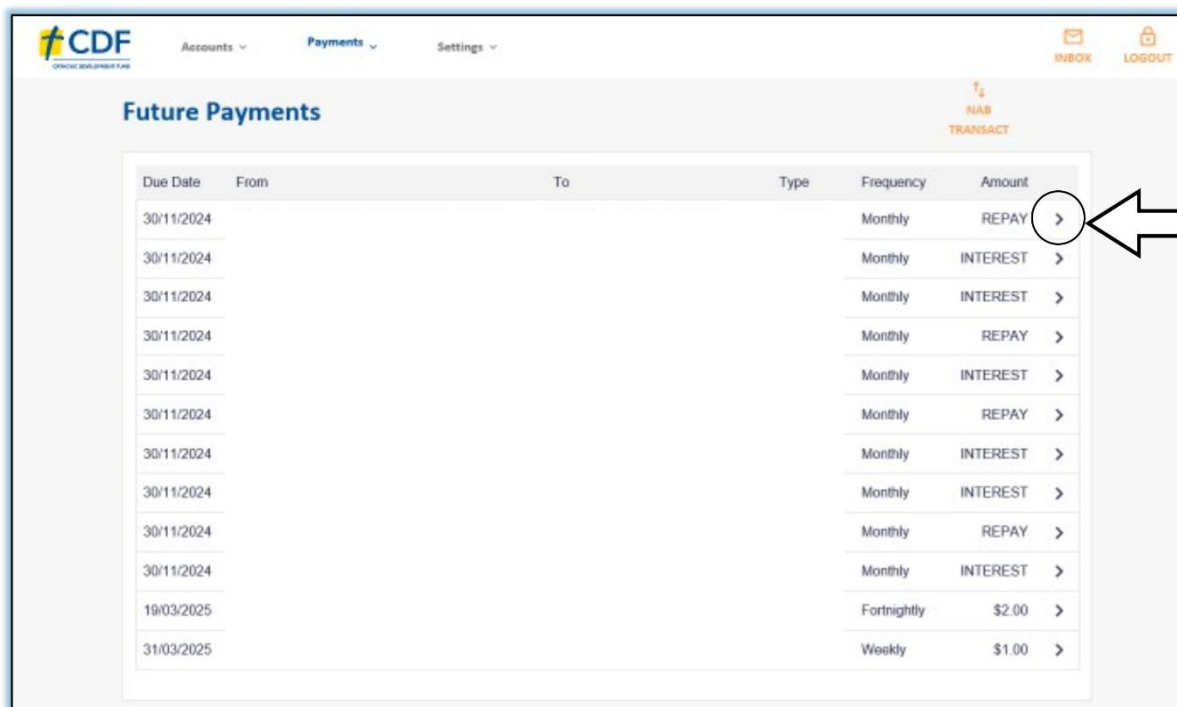
- Go to the **“Payments”** tab at the top of the screen and select **“Future Payment”**



option

Step 2:

- The following screen will display the list of payments scheduled
- Locate the payment you wish to amend and click the arrow next to it.



Step 3:

- In the next screen, the selected Future Payments Details will appear

Future Payment Details

Payment Authority

Commencing Date

19 MAR 2025

Payment Frequency

Fortnightly

Until (Final Payment)

Further Notice

Debit External Account

Debit BSB Number

Debit Account Number

Debit Account Title

Reference for recipient's statement

Reference to appear on your statement

Amount

Payment Option

Credit Account

Credit Account

Cancel

Delete Payment

Modify Payment

←

Step 4:

On the next screen, you will have the option to make the following adjustments

- Amount
- Transfer Schedule
- Update the payment frequency, First payment date and Ending date
- Choose a different payee as needed

Future Payment

TRANSACT

From

To

Available
Current

Transfer Details

Amount

\$

Transfer Schedule

Payment Frequency

Fortnightly

First Payment Date

19 MAR 2025

Ending Date

Continue indefinitely

Reference to appear on your statement

Cancel

Next

- Update details as applicable and click “**Next**”

Step 5:

- The following screen will appear with modified details.
- Validate the details and click submit to proceed with scheduling the future payment

Future Payment Change Confirmation



You have requested the following transfer.

From	
To	
Amount	
Reference to appear on your statement	
When	Next transaction will occur on 19/03/2025 Frequency Fortnightly Until further notice Funds become available 5 days later

[Back](#)
[Submit](#)

- Upon submission, a successful transaction message will be displayed on the screen, confirming that the future payment setup has been completed successfully.

Future Payment Change Receipt


Your transfer was successful

From		
To		
Amount		
Reference on your statement		
When	Next transaction will occur on 19/03/2025 Frequency Fortnightly Until further notice Funds become available 5 days after each Fortnightly transfer	
Payment Authority	1234567	

Finish
Print Receipt

TIP

Payments scheduled on a weekend or public holiday will be processed on the previous business day. For example, if a payment is scheduled for a Saturday, it will be processed the Friday before.

Section 4: Update Payee Address Book

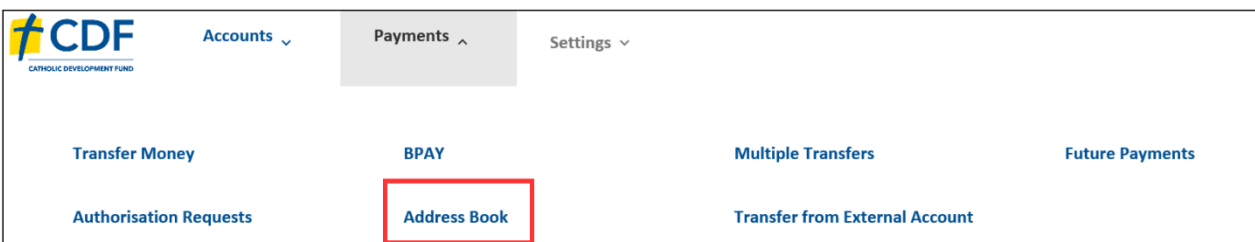
We recommend periodically reviewing your address book and removing entries that are no longer needed to ensure payment accuracy.

TIP

Updating a payee's bank account details in the address book will not automatically update any existing future payments set up for that payee. If a future payment exists, you must cancel it first, update the address book, then create a new future payment.

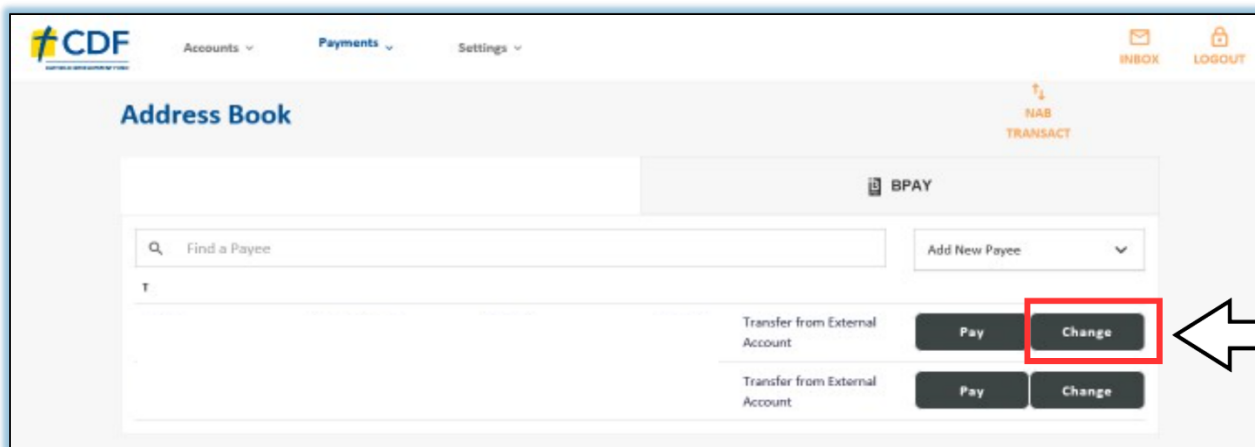
Step 1:

- Go to the **"Payments"** tab and select the **"Address Book"**



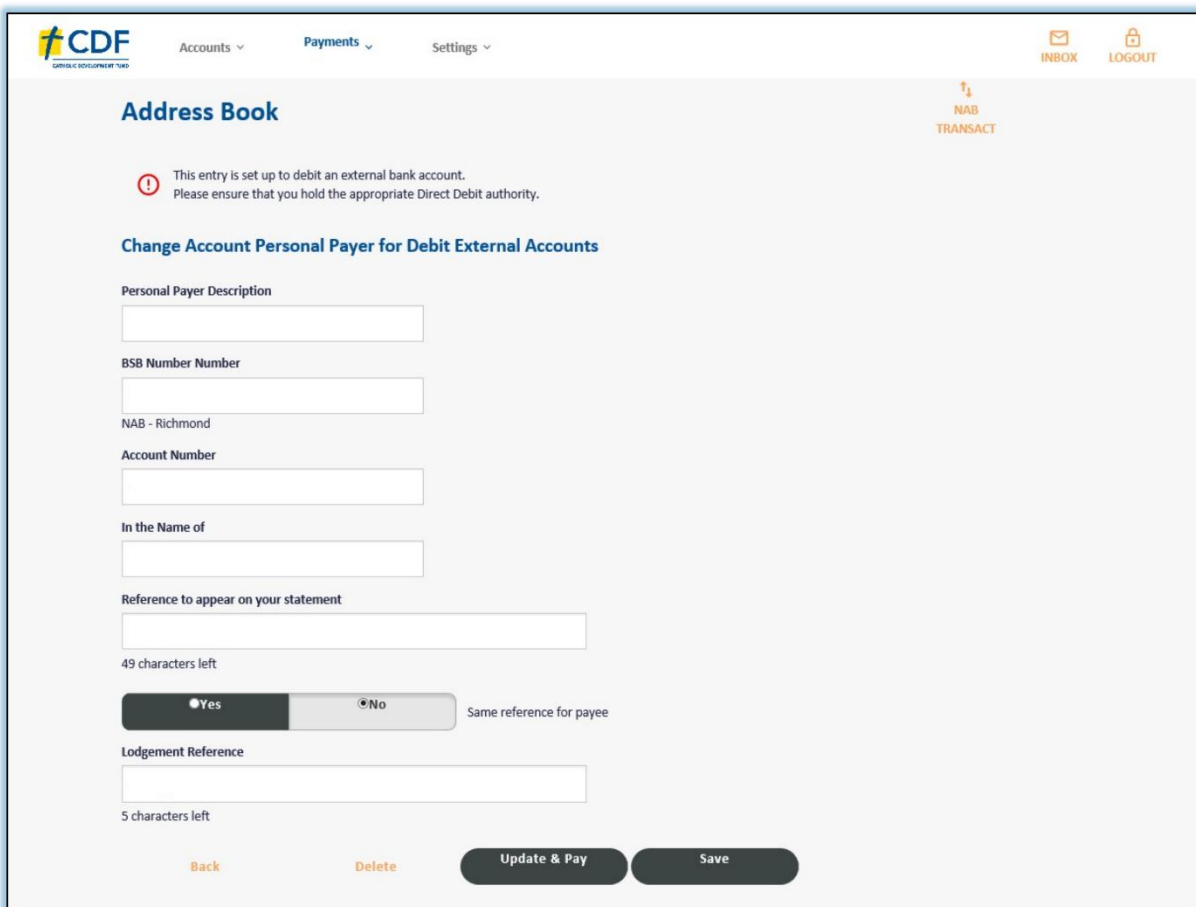
Step 2:

- On the next screen, click on the **"Change"** option to modify the details



Step 3:

- After clicking **"Change"**, Payee details can be updated in the next screen
- Following the changes made, click **"Save"** and the updated payee details will be updated in the address book.
- If **"Update & Pay"** is selected, you will be directed to the setup future payment screen. Please refer to ["Section 2 : Add a New Future Payment"](#).

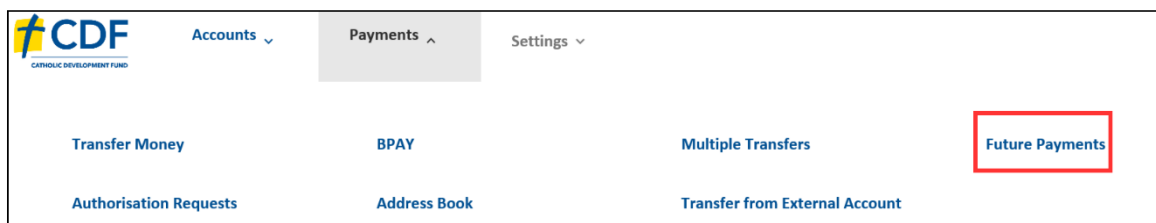


The screenshot shows the CDF Address Book interface. At the top, there is a navigation bar with the CDF logo, 'Accounts', 'Payments', and 'Settings' dropdowns. On the right, there are links for 'INBOX' and 'LOGOUT'. Below the navigation bar, the 'Address Book' title is displayed. A warning message states: 'This entry is set up to debit an external bank account. Please ensure that you hold the appropriate Direct Debit authority.' Below this, the section 'Change Account Personal Payer for Debit External Accounts' is shown. The form includes several input fields: 'Personal Payer Description', 'BSB Number Number', 'NAB - Richmond', 'Account Number', 'In the Name of', 'Reference to appear on your statement' (with a 49 characters left indicator), and 'Lodgement Reference' (with a 5 characters left indicator). There are radio buttons for 'Yes' and 'No' under the 'Reference to appear on your statement' field, with a label 'Same reference for payee'. At the bottom, there are buttons for 'Back', 'Delete', 'Update & Pay', and 'Save'.

Section 5: Cancel Future Payment

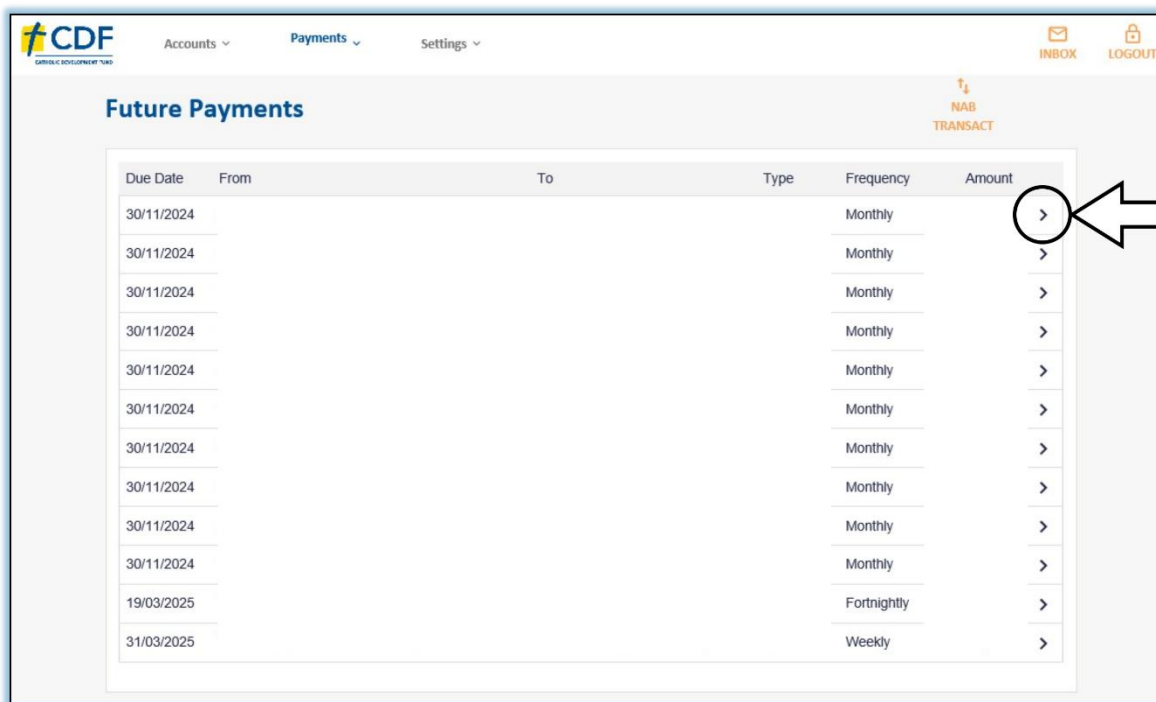
Step 1:

- Go to the **“Payments”** menu and select **“Future Payments”**



Step 2:

- Click the arrow next to the payment you wish to cancel



Step 3:

- Review the payment details and click the **“Delete Payment”** button located at the bottom of the screen to proceed.



Accounts ▾
Payments ▾
Settings ▾

Future Payment Details

Payment Authority	296445
Commencing Date	19 MAR 2025
Payment Frequency	Fortnightly
Until (Final Payment)	Further Notice
Debit External Account	
Debit BSB Number	
Debit Account Number	
Debit Account Title	
Reference for recipient's statement	
Reference to appear on your statement	
Amount	
Payment Option	
Credit Account	

Cancel
Delete Payment
Modify Payment

Step 4:

- Select the **“Delete”** button to confirm. You will be redirected to the Future Payments screen, where the payment will no longer be available.

Delete Future Payment

 You are about to delete this future payment. Please select Delete to confirm.

Payment Authority
Amount
To

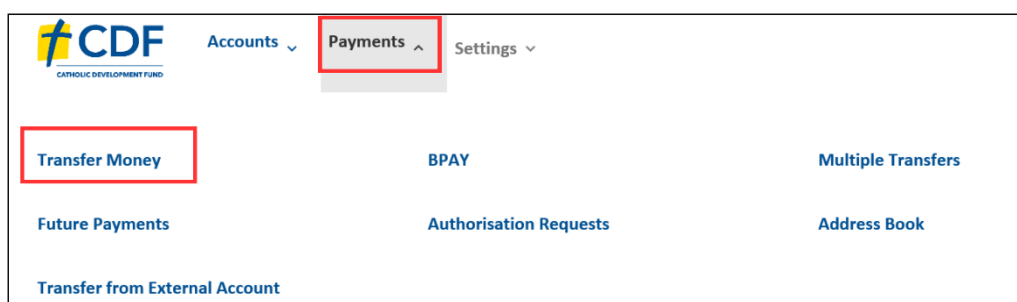
[Back](#)Delete

PART B: INDIVIDUAL PAYMENTS

Section 6: Initiate and Authorise a New Payment

Step 1:

- The home page will display a list of accounts
- Use the tabs at the top of the screen to explore different options.
- Click on “**Payment**” then “**Transfer Money**”



Step 2:

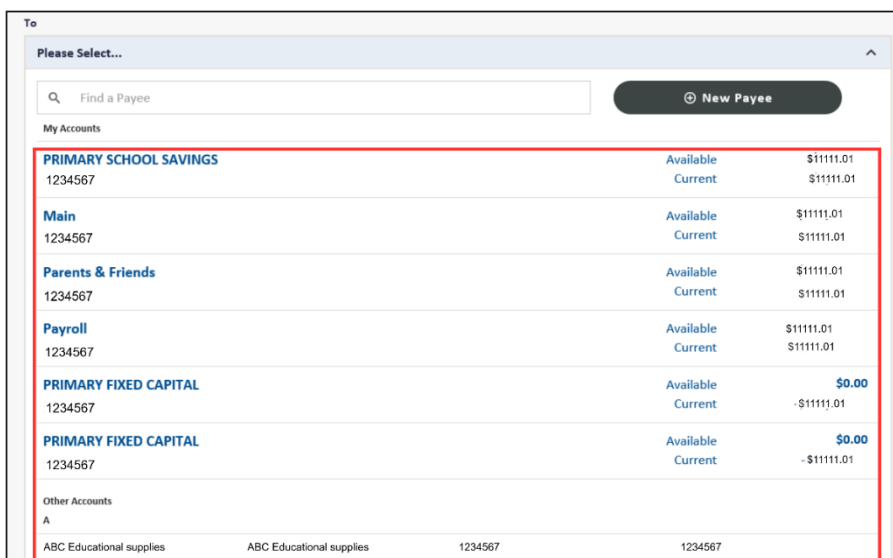
- Enter the relevant details in “Transfer Money” screen to initiate the transfer
- **From account :** Click on the drop-down arrow and select the account details



- **To:** Respective destination accounts can be selected in two ways

○ **Option 1: Existing Payee**

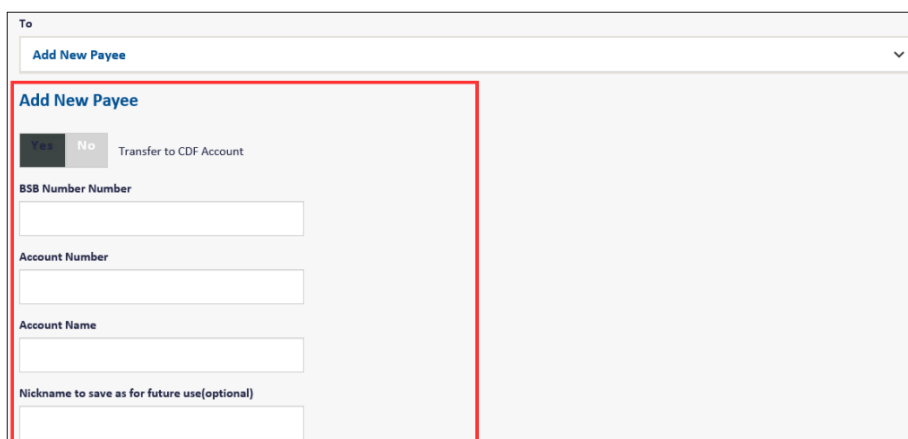
- List of existing account details will appear, select the destination account



Please Select...		
Find a Payee		
New Payee		
My Accounts		
PRIMARY SCHOOL SAVINGS	Available	\$11111.01
1234567	Current	\$11111.01
Main	Available	\$11111.01
1234567	Current	\$11111.01
Parents & Friends	Available	\$11111.01
1234567	Current	\$11111.01
Payroll	Available	\$11111.01
1234567	Current	\$11111.01
PRIMARY FIXED CAPITAL	Available	\$0.00
1234567	Current	-\$11111.01
PRIMARY FIXED CAPITAL	Available	\$0.00
1234567	Current	-\$11111.01
Other Accounts		
A		
ABC Educational supplies	ABC Educational supplies	1234567
		1234567

○ **Option 2: New Payee**

- Click on “New Payee”
- For a CDF account, select “Yes” and the BSB will populate automatically; enter the remaining details such as Account Name and Account Number
- For an external account, enter the Account Name, Account Number, and BSB manually



To

Add New Payee

Add New Payee

Yes No Transfer to CDF Account

BSB Number Number

Account Number

Account Name

Nickname to save as for future use(optional)

- **Amount:** Enter the payment amount.



A screenshot of a form with a red rectangular box highlighting the 'Amount' section. Inside this box, there is a label 'Amount' and a text input field with a dollar sign (\$) as a placeholder.

- **Transfer Schedule:** This can be either Now or Once on or Recurring. Select one of the following:

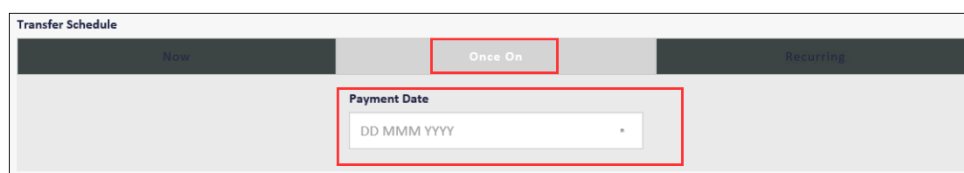
- **“Now”:** choose this option if the transfer needs to be processed



A screenshot of the 'Transfer Schedule' section. It features three buttons: 'Now', 'Once On', and 'Recurring'. The 'Now' button is highlighted with a red border, indicating it is the selected option.

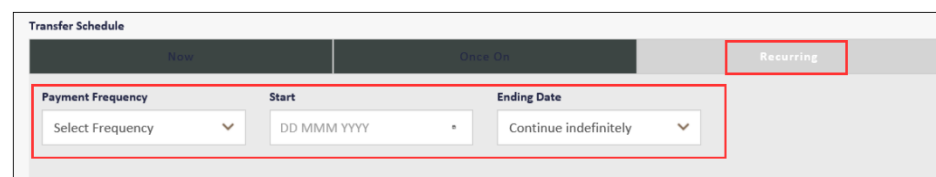
immediately.

- **“Once on”:** select this option, if the payment needs to be completed on a specific date



A screenshot of the 'Transfer Schedule' section. The 'Once On' button is highlighted with a red border. Below the buttons, there is a 'Payment Date' label and a text input field with the placeholder 'DD MMM YYYY'.

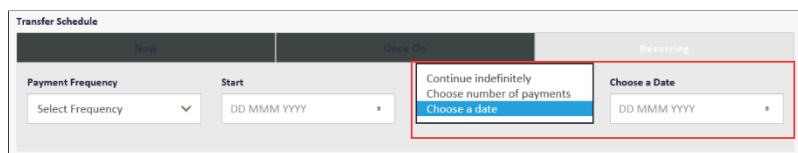
- **“Recurring”:** Select this option if the payment needs to be made on a regular basis



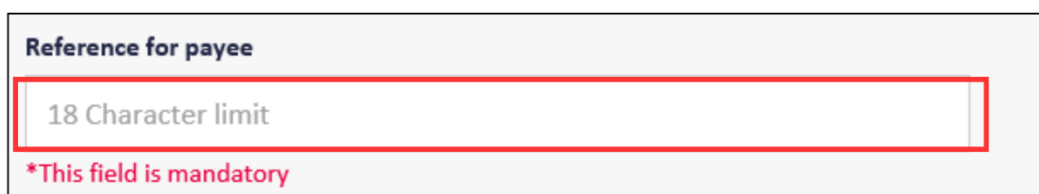
A screenshot of the 'Transfer Schedule' section. The 'Recurring' button is highlighted with a red border. Below the buttons, there is a section with three fields: 'Payment Frequency' (a dropdown menu with 'Select Frequency' as the current selection), 'Start' (a text input field with the placeholder 'DD MMM YYYY'), and 'Ending Date' (a dropdown menu with 'Continue indefinitely' as the current selection).

- **“Payment Frequency”:** click on the dropdown arrow and select payment frequency
- **“Start”:** select the start date for the first payment to be processed

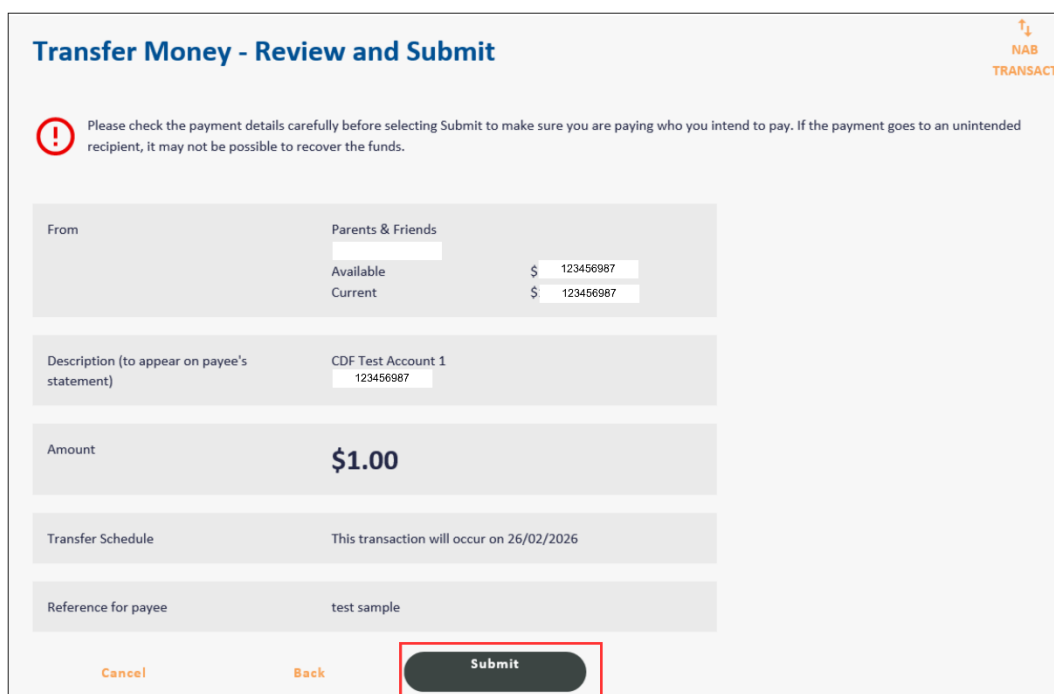
- **“Ending Date”**: select the relevant option
 - **“Continue indefinitely”**: select if there is no end date
 - **“Choose number of payments”**: enter the number of payments. For example: 5 or 6
 - **“Choose a date”**: select a specific end date



- Enter an appropriate reference to appear in the statement for this transaction

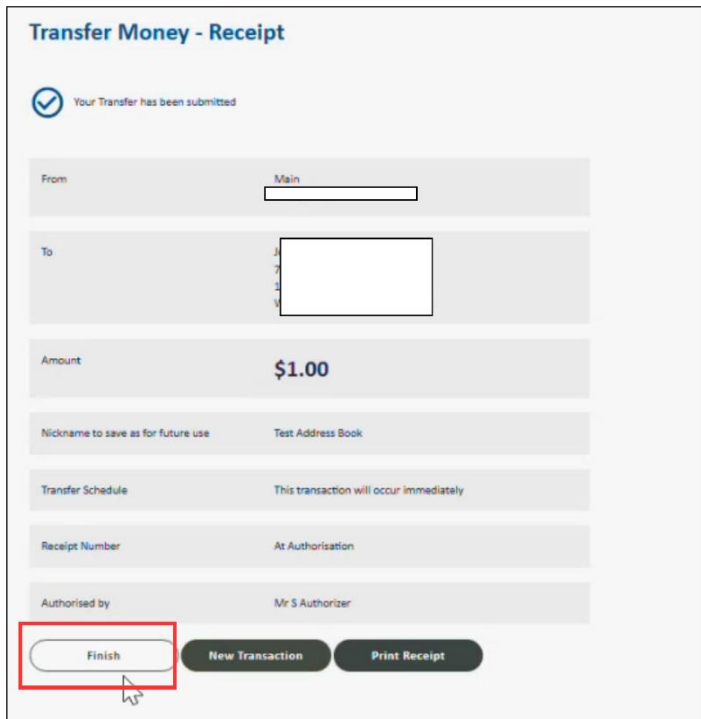


- Then click on **“Next”** to review the payment
- Review the details entered and click on **“Submit”**.



- Click the **“Back”** button if any details need to be updated

- Select **“Finish”** to complete the transaction



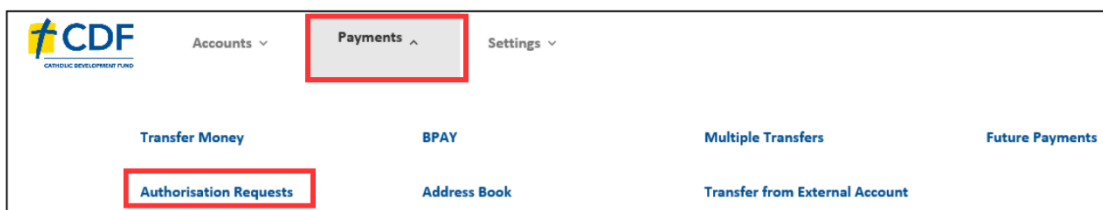
Step 9: Process for authorities to approve

- Once the transaction is initiated, the nominated signatories can log in and authorise the transaction

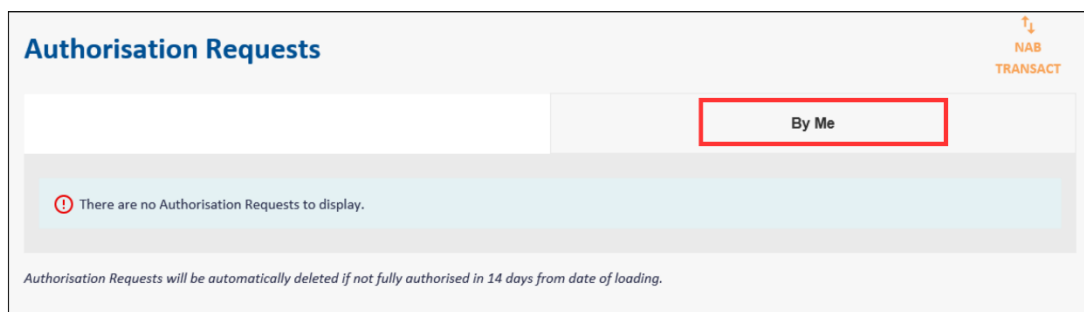
TIP

When an account requires two signatories to approve, and one approver independently uploads a batch, it is treated as the first approval and will only progress once the second approver provides their approval.

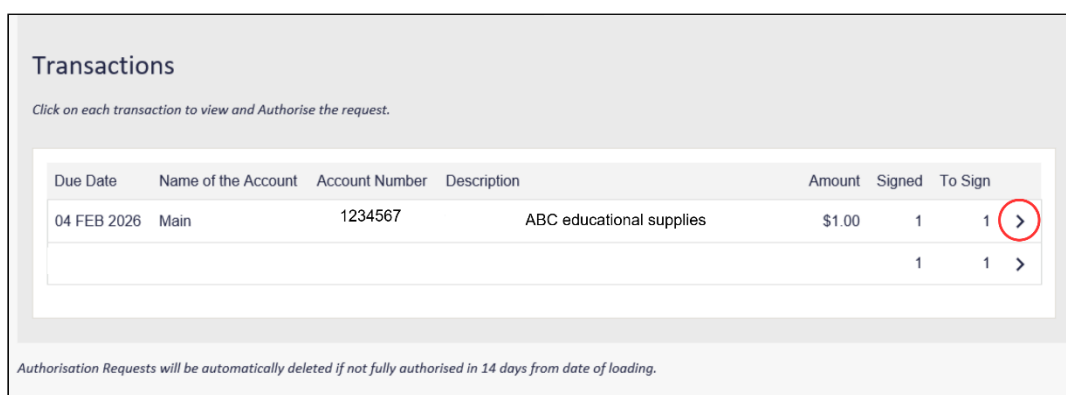
- If the signatory itself has logged in and uploaded the transaction, then they can follow the same procedure to approve
- Click on **“Payments”** then **“Authorisation Requests”**



- Selecting **“By Me”** refers to transactions created or uploaded by the signatory



- Click on the arrow next to the transaction which needs approval



- The next screen will allow the signatory to review the transaction details
- The signatory should then confirm and verify that the total value is accurate prior to approval
- Click **“Accept Payment”** then **“OK”**



Authorisation Request: By Me

Payment Detail - Credit External

From Account	Main		
	1234567		
	Current Balance	\$1111111.00	
	Available Balance	\$1111111.00	
To Payee	BSB Number 1234789 Account Number 123456		
Amount	\$1.00		
When	This transaction will occur when fully authorised		
Loaded by	Mr S Authorizer-04 FEB 2026 - 11:23am		

Authorisation Details

Authorised by	Mr S Authorizer, 04/02/2026, 11:23AM
---------------	--------------------------------------

This account requires 1 more signatory to authorise this withdrawal.

The Other Signatories are

Client	Notify Via Email	Status
Mr F Authorizer	☒ Yes ☐ No	
Ms S	☒ Yes ☐ No	

Notes - record only if transaction is to be authorised later

Cancel

Accept Payment

Reject Payment

PART C: BATCH PAYMENTS

Section 7: Batch Upload Process

User Role and Approval Matrix

User Type	Functionality
Data Entry	Can upload and schedule batches but cannot authorise.
Signatory	Can upload, schedule and authorise batches.

7.1 Process for Batch Upload

Step 1:

- Log in to CDF Online using your assigned username and password
 - Data Entry Users** – enter your login code and password
 - Authorised Users/Signatories** – enter your login code and password; you will also be prompted to enter a one-time password (OTP)

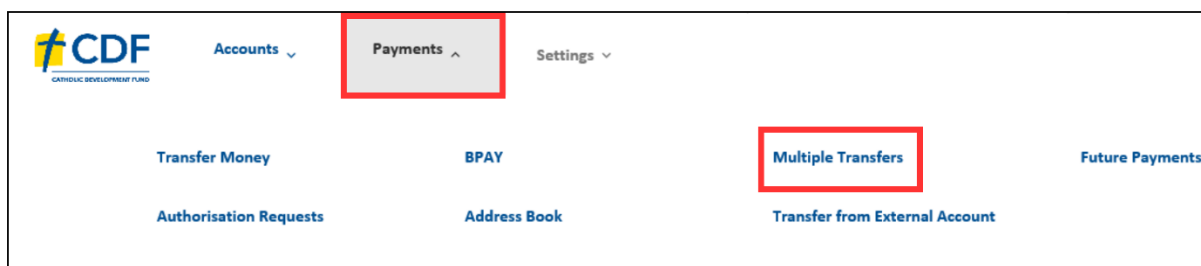
For details on access levels and user roles, refer to the [“User Role and Approval Matrix”](#)

Step 2:

- Ensure your file is in CSV or ABA format and that all data is accurate before uploading

Step 3:

- Click on **“Payments”** then **“Multiple Transfers”**



Step 4:

- Below screen will appear with an option to upload the batch and the list of processed batches

Multiple Transfers

Go To Bottom

Add or upload a Batch

Please Select... ▼

NAB
TRANSACTION

Loaded Batches

BATCH	DESCRIPTION	ACCOUNT NUMBER	BATCH TYPE	STATUS	DATE	TOTAL	MANAGE
1234567	Batch 1	1111111S23	Credit External	New			Change Schedule History
1234567	Batch 2	1111111S23	BPAY	New		\$1111.98	Change Schedule History
1234567	Batch 3	1111111S23	Credit External	New		\$2222.75	View Schedule History
1234567	Batch 4	1111111S23	BPAY	New		\$3333.75	Change Schedule History
1234567	Batch 5	1111111S23	Credit External	Posted		\$4444.75	View Re-Schedule History

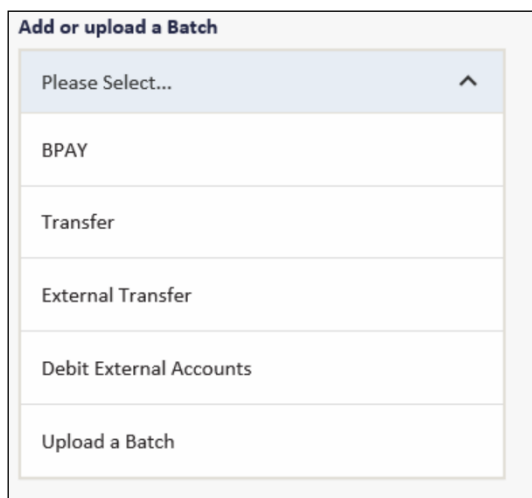
TIP

Delete any unused batches and retain the details of the frequently used batches

Step 4: Select batch type

- Click on the down arrow and select the appropriate option:
 - “**Debit External Accounts**” – for incoming direct debits
 - “**BPAY**” – for payments using a BPAY biller code and reference

- **“Upload a Batch”** – for BSB and account number-based payments



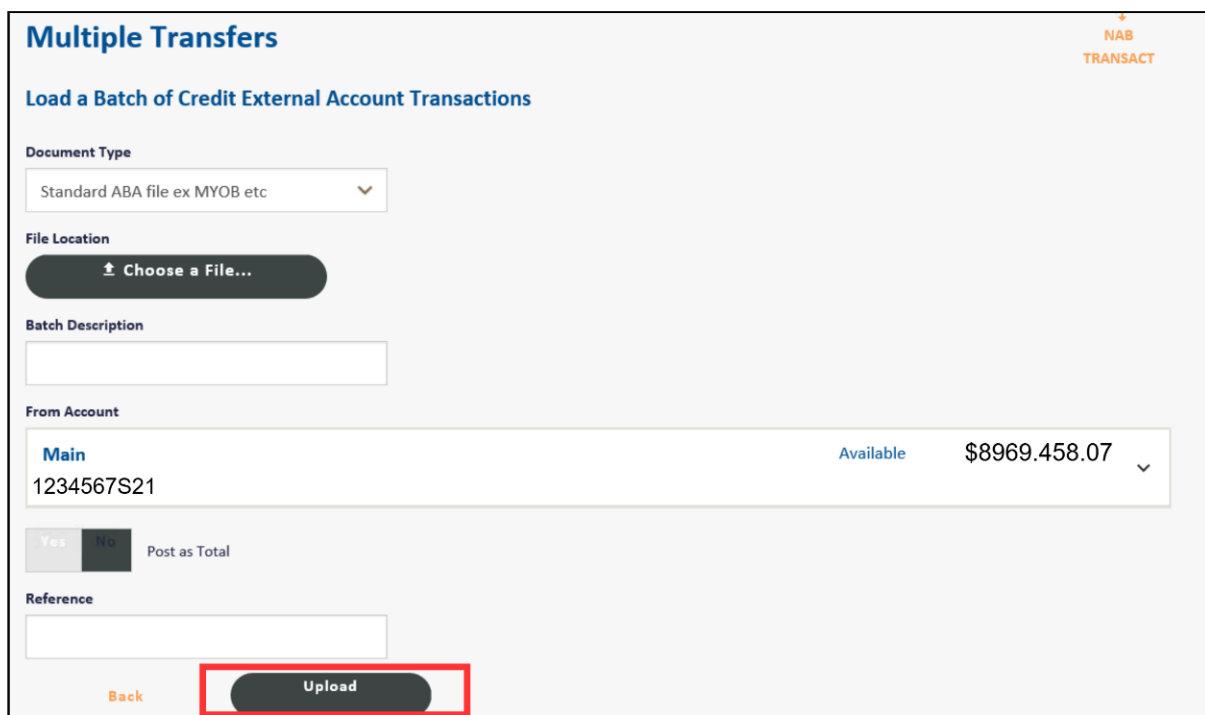
The screenshot shows a dropdown menu titled "Add or upload a Batch". The menu is open, displaying a list of options. The first option is "Please Select..." with an upward arrow icon. Below it are five options: "BPAY", "Transfer", "External Transfer", "Debit External Accounts", and "Upload a Batch".

- Select **“Upload a Batch”** option.

Step 5: Complete upload details

- **“Document Type”** – select ABA file (for example: MYOB etc.)
- **“File Location”** – upload the respective file from your local device
 - If the file contains any errors, they will be displayed immediately upon upload
 - [Refer to Section .2: Error handling](#) for further guidance on resolving the errors
- **“Batch Description”** – enter a relevant description (for example: June Month Payroll)
- **“From account”** – select the account to be debited
- **“Post as Total”** – always select **“Yes”** (selecting **“No”** will list each transaction individually in your account history)
- **“Reference”** – enter the relevant reference details

- After entering all the details, recheck and select “**Upload**”



Multiple Transfers

Load a Batch of Credit External Account Transactions

Document Type
Standard ABA file ex MYOB etc

File Location
Choose a File...

Batch Description

From Account
Main Available \$8969.458.07
1234567S21

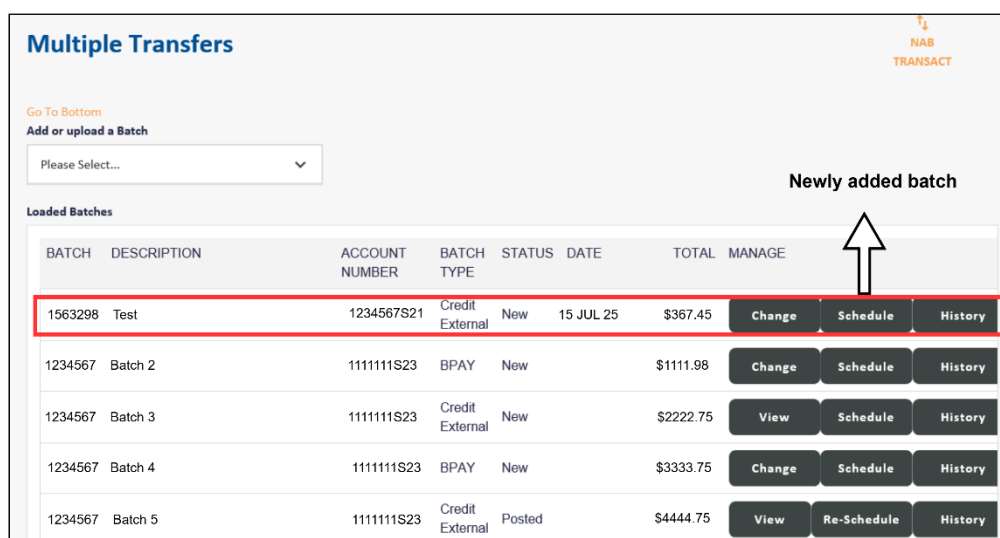
Yes No Post as Total

Reference

Back Upload

Step 6:

- Once uploaded, the document will be loaded and listed as below



Multiple Transfers

Go To Bottom

Add or upload a Batch
Please Select...

Newly added batch

BATCH	DESCRIPTION	ACCOUNT NUMBER	BATCH TYPE	STATUS	DATE	TOTAL	MANAGE
1563298	Test	1234567S21	Credit External	New	15 JUL 25	\$367.45	Change Schedule History
1234567	Batch 2	1111111S23	BPAY	New		\$1111.98	Change Schedule History
1234567	Batch 3	1111111S23	Credit External	New		\$2222.75	View Schedule History
1234567	Batch 4	1111111S23	BPAY	New		\$3333.75	Change Schedule History
1234567	Batch 5	1111111S23	Credit External	Posted		\$4444.75	View Re-Schedule History

- If a signatory is logged in and uploads the batch, skip Step 7 and 8 and proceed directly to [Step 9: Process for authorities to approve](#)

- If a **Data Entry User** uploaded the batch, proceed to Steps 7 and 8 for scheduling and signatory approval.

Step 7: Batch Status Tracking

The batch status will update at each stage of the process:

- **“New”** – uploaded but not yet scheduled
- **“Authorisation Request”** – scheduled and awaiting signatory approval
- **“Scheduled”** – approved and ready for processing
- **“Posted”** – processed by CDF
- **“Unscheduled due to modification”** – changes made post approval and re-approval required

Step 8: Schedule Batch for External Transfer and Signatory approval

- Next to the recently uploaded batch, there will be an option **“Schedule”**
- Select the **“Schedule”** button to assign this batch for signatory approval

Go To Bottom
Add or upload a Batch

Please Select... ▼

Loaded Batches

BATCH	DESCRIPTION	ACCOUNT NUMBER	BATCH TYPE	STATUS	DATE	TOTAL	MANAGE
1563298	Test	1234567S21	Credit External	New	15 JUL 25	\$367.45	Change Schedule History
1234567	Batch 2	1111111S23	BPAY	New		\$1111.98	Change Schedule History
1234567	Batch 3	1111111S23	Credit External	New		\$2222.75	View Schedule History
1234567	Batch 4	1111111S23	BPAY	New		\$3333.75	Change Schedule History
1234567	Batch 5	1111111S23	Credit External	Posted		\$4444.75	View Re-Schedule History



- Enter the processing date

Schedule Batch for External Transfer

Batch Description	Copy of Test Sample	
From	Main	
	1234567S21	
	Available	
Status	New	\$8969.458.07
Regular Total	\$367.45	
Scheduled Total	\$367.45	
Post as Total	Y	
Reference	Test Sample	

Payees for this Batch

ENTRY #	Creditor Name	Account Number	THIS AMOUNT
15639874	Person A	111000 148963874	\$ 110.65
15639875	Person B	456903 6698755	\$ 120.87
15639876	Person C	966548 998123	\$ 135.93

Process Date

04 JUL 2025

Cancel

Submit

- Select the signatories to be notified for authorisation and click “**Submit**”

Multiple Transfers



Schedule Batch for External Transfer - Confirmation



Before you complete this payment, make sure you check the payment details carefully.
If the money is paid to the wrong account, it may not be possible to get it back.

Batch Description	Copy of Test Sample	
From	Main 1234567S21	
	Available	\$8969,458.07
Status	New	
Date	04 JUL 2025	
Regular Total	\$367.45	
Scheduled Total	\$367.45	
Post as Total	Y	
Reference	Test Sample	

Payees for this Batch

ENTRY #	Creditor Name	Account Number	THIS AMOUNT
15639874	Test Signatory 1	111000 148963874	\$ 110.65
15639875	Test Signatory 2	456903 6698755	\$ 120.87
15639876	Test Signatory 3	966548 998123	\$ 135.93

Authorisation Details

This account requires 2 more signatories to authorise this withdrawal.

The Other Signatories are

Client	Notify Via Email	Status
Test Signatory 1	☒ Yes ☐ No	
Test Signatory 2	☒ Yes ☐ No	
Test Signatory 3	☐ Yes ☐ No	

Notes - record only if transaction is to be authorised later

Cancel
Back

Submit

- Review all details and click **“Submit”** again – signatories will receive an email notification

Multiple Transfers

NAB
TRANSACTION

Schedule Batch for External Transfer



Your Batch has been stored as a Authorisation Request on 07 JUL 2025 at 12:55pm
This account requires 2 more Signatories to complete the withdrawal.

Note: a Authorisation Request will be automatically deleted if not fully authorised in 14 days from date of loading.

Batch Description	
From	
Status	
Date	
Regular Total	
Scheduled Total	
Post as Total	
Reference	

Payees for this Batch

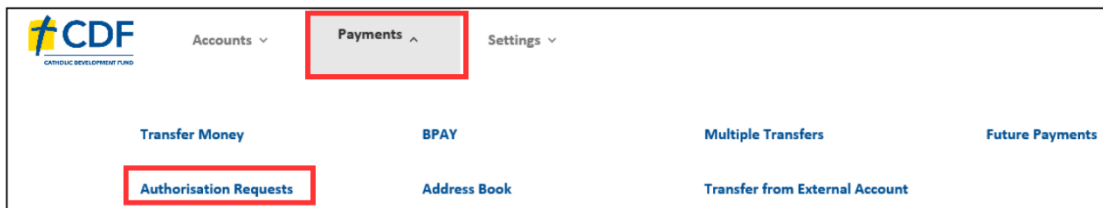
ENTRY #	Creditor Name	Account Number	THIS AMOUNT	
15639874	Person A	111000	148963874	\$ 110.65
15639875	Person B	456903	6698755	\$ 120.87
15639876	Person C	966548	998123	\$ 135.93

Submit

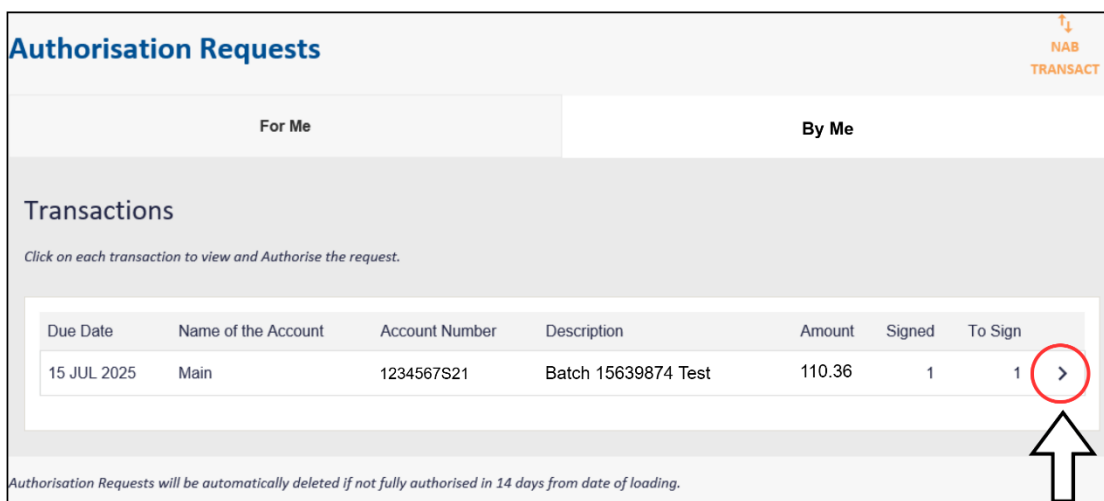
Step 9: Process for Authorities to Approve

- Once the Data Entry user uploads the batch and schedules it for approval, the nominated signatories can log in and authorise the batch
- If the signatory itself has logged in and uploaded the batch, then they can follow the same procedure to approve

- Select **“Payments”** then **“Authorisation Requests”**



- Click on the arrow next to the batch requiring approval
 - **“For Me”** refers to batches awaiting the signatory’s authorisation
 - **“By Me”** refers to batches created or uploaded by the signatory



- Review the batch details, confirm there are no duplicate entries, and verify the total value
- Click **“Accept Payment”** then **“OK”**

Payment Detail - Schedule Batch for Credit External

Batch

Test

Text

From Account

Main

1234567S21

Current Balance

\$8969.458.07

Available Balance

\$8858.71

Pay on

15 JUL 2025

Total

\$110.36

Regular Total

\$110.36

Number of Batch Payees

5

Post as Total

Yes

Loaded by

Batch Detail

Test signatory 1

Batch Detail

Test signatory 2

Batch Detail

Test signatory 3

Batch Detail

Test signatory 4

LAST DETAIL

Authorisation Details

Authorised by

Mr F Authorizer, 02/07/2025, 02:04PM

This account requires 1 more signatory to authorise this withdrawal.

The Other Signatories are

Client

Notify Via Email

Status

Test Signatory 1

Yes No

Notified

Test Signatory 2

Notes - record only if transaction is to be authorised later

Cancel

Accept Payment

Reject Payment

- Once authorised, the status of the batch will be updated as **“Scheduled”**

Step 10: Process the batch

- Once signatories approve, batch will be processed depending on the time the file is fully authorised.

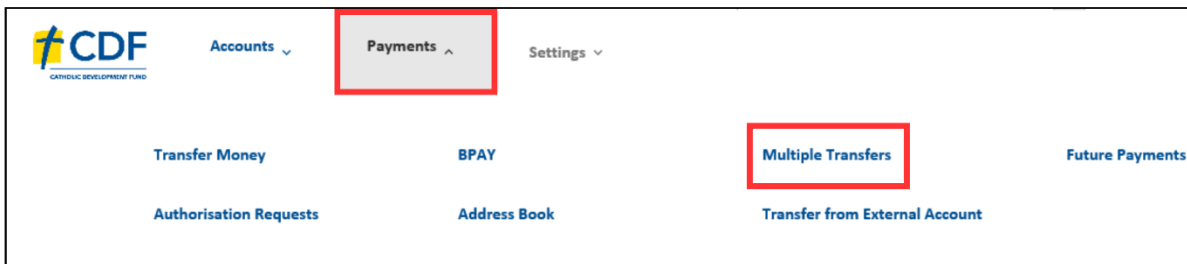
7.2 Error Handling

If a batch contains errors, these will be identified once the document is uploaded in CDF Online. A message will appear indicating the presence of any errors. CDF Online may also redirect to a separate error tab, where you can review the errors.

- Common errors include:
 - **Invalid record length** – the first line in the file is either too long or too short, affecting the rest of the file. Correcting the format of the first line usually resolves this issue
 - **Invalid BSB** – an incorrect BSB has been entered. Locate the affected record number and correct the BSB
 - **Unsupported characters** – special characters such as ? /, or – may cause the upload to fail. Remove these from the file before re-uploading
 - **Batch imbalance** – the total **batch amount does not equal the sum of all transactions** (for example, 10 transactions of \$100 must total exactly \$1,000)
- If errors persist after corrections, contact our Client Services Group with the following details:
 - A copy of the file in .txt or ABA format
 - Screenshot of the error (if available)
 - Description of the issue
 - Overall amount of the batch

7.3 Reschedule a Payment

- Go to “**Payments**” then “**Multiple Transfers**”



- Click “**Reschedule**” next to the relevant batch

Go To Bottom

Add or upload a Batch

Please Select... ▼

Loaded Batches

BATCH	DESCRIPTION	ACCOUNT NUMBER	BATCH TYPE	STATUS	DATE	TOTAL	MANAGE
1563298	Test	1234567S21	Credit External	New	15 JUL 25	\$367.45	Change Schedule History
1234567	Batch 2	1111111S23	BPAY	New		\$1111.98	Change Schedule History
1234567	Batch 3	1111111S23	Credit External	New		\$2222.75	View Schedule History
1234567	Batch 4	1111111S23	BPAY	New		\$3333.75	Change Schedule History
1234567	Batch 5	1111111S23	Credit External	Posted		\$4444.75	View Re-Schedule History



- At the bottom of the page, click on **“Process Date”** and select the date on which the batch is to be processed

Multiple Transfers



Re-Schedule Batch for External Transfer

Batch Description

From

Status

Date

Regular Total

Scheduled Total

Post as Total

Reference

Please note: changing your Batch payment date/amount will cause the existing payment date to be superseded.

Payees for this Batch

ENTRY #	Creditor Name	Account Number	THIS AMOUNT

JULY 2025

SU	MO	TU	WE	TH	FR	SA
29	30	1	2	3	4	5
6	7	8	9	10	11	12
13	14	15	16	17	18	19
20	21	22	23	24	25	26
27	28	29	30	31	1	2
3	4	5	6	7	8	9

15 JUL 2025

Cancel

Submit

←

- Once submitted, CDF Online will prompt to schedule the batch for approval in the next screen.



Multiple Transfers

⚠ Authorisation Request is on file for Batch 1425627. Any Authorisations already supplied will be lost.



To be noted

Re-Schedule Batch for External Transfer - Confirmation

⚠ Before you complete this payment, make sure you check the payment details carefully.
If the money is paid to the wrong account, it may not be possible to get it back.

Batch Description	Test		
From	Main		
	1234567821		\$8969.458.07
	Available		
Status	Authorisation Request		
Date	31 JUL 2025		
Regular Total	\$367.45		
Scheduled Total	\$367.45		
Post as Total	Y		
Reference	Test Olly		

Please note: changing your Batch payment date/amount will cause the existing payment date to be superseded.

Payees for this Batch

ENTRY #	Creditor Name	Account Number	THIS AMOUNT
15639874	Test Person 1	111000 148963874	\$ 110.65
15639875	Test Person 2	456903 6698755	\$ 120.87
15639876	Test Person 3	966548 998123	\$ 135.93

Authorisation Details

This account requires 2 more signatories to authorise this withdrawal.

The Other Signatories are

Client	Notify Via Email	Status
Test Signatory 1	Yes	
Test Signatory 2	Yes	
Test Signatory 3		

Notes - record only if transaction is to be authorised later

Cancel
Back

Submit

- Once the change is made, the status of this batch will be updated to **“Authorisation Request”** from **“Processing”**

7.4 Recommendations

Task	Purpose
Delete unused batches	Prevent system clutter and avoid future upload issues
Maintain a clean address book	Ensure payments are sent to current, correct details
Keep a 6-12 month batch history (optional)	Retain only batches you may need to reference in the future

TIP

Duplicate errors often result from uploading the same file multiple times.



Contact Us

Email: csq@melbcdcf.org.au

Phone: 1800 134 135

Mail: PO Box 174 East Melbourne VIC 8002

Web: www.catholicdevelopmentfund.org.au

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