

Manual Payments

Logging in to your account

Go to www.peopleplaceslives.co.uk and click on “Login to PPL Portal.” PPL Portal lets you access your Virtual Wallet and other important information. Enter your email address and password when prompted.

Getting started: Tell us who you need to pay

Before you can make a payment to an individual or organisation from Virtual Wallet, they need to be setup as ‘payees’ and linked to your Virtual Wallet account. The PPL Support Team will do this on your behalf.

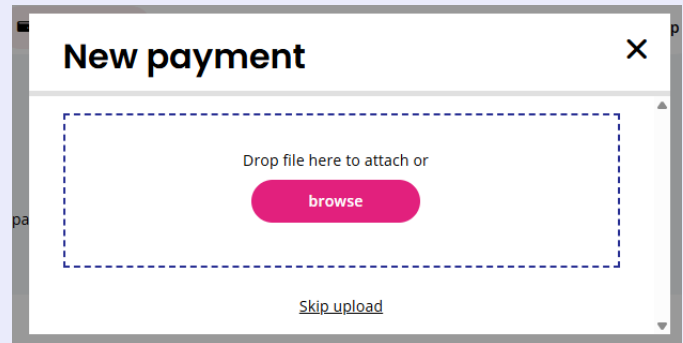
To setup a new individual or organisation as a payee, please send an email to contact@peopleplaceslives.co.uk that contains the following information:

1. Name of the individual / organisation
2. Bank Account Number
3. Bank Sort Code
4. Full name on Bank Account

The PPL Support Team will confirm when the payee has been created for you. Please allow up to 2 working days for this to happen. Once a payee has been confirmed you should use the following steps to make payments

Step One: Upload the invoice

Click on “Virtual Wallet” in the main menu, select the “Manual Payments” menu option and then click ‘Create new payment’. You will be asked to upload the invoice. This can be PDF, Excel or a photo/scan of the invoice. Once uploaded, click ‘Upload document and choose a payee’.



Note: If you're making a payment on your mobile phone, you will be able to take a photo of your invoice or receipt

Find out more:

Go to the website <https://support.peopleplaceslives.co.uk> for videos and further information about PPL Portal.

If you can't find what you need, use live chat to contact us directly. There is a link at the bottom of every page on the website.

Step Two: Choose who to pay

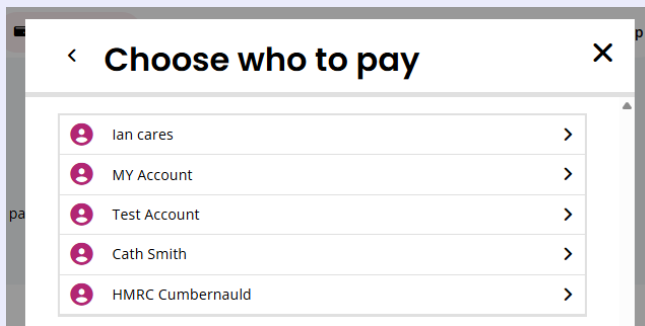
When you click “Choose who to pay”, all your confirmed payees will be shown in the list. Select your chosen payee.

Enter the amount you want to pay and a payment reference. This reference will appear on both your bank statement and the payee's bank statement. If you are paying an organisation, we recommend using the invoice number as the reference.

HMRC payments: You must enter your 13-digit Accounts Office Reference Number as the payment reference, or we will be unable to process the payment.

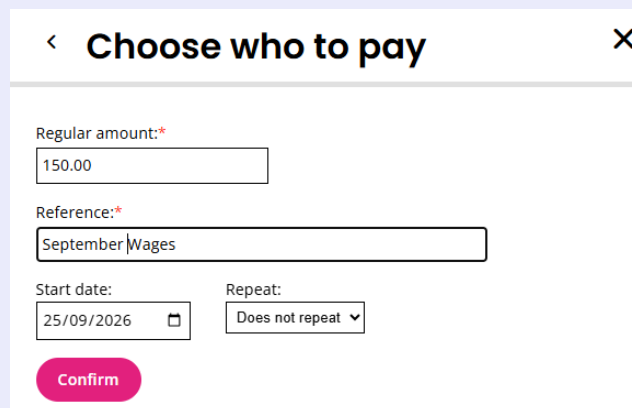
The payment date will automatically be set to the day you create the payment.

Click **Confirm** to submit the payment.



A screenshot of a mobile app modal titled "Choose who to pay". It features a list of five payees, each with a person icon and a right-pointing chevron:

- Ian cares
- MY Account
- Test Account
- Cath Smith
- HMRC Cumbernauld



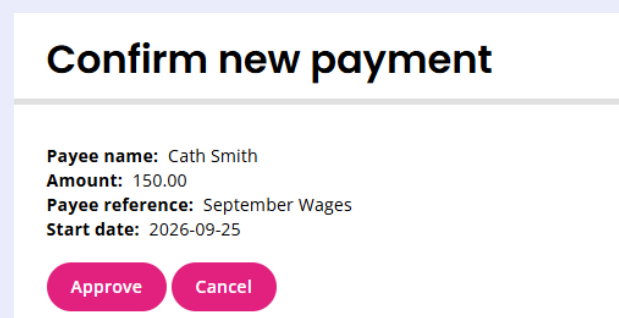
A screenshot of the same "Choose who to pay" modal, now showing input fields for payment details:

- Regular amount:*** 150.00
- Reference:*** September Wages
- Start date:** 25/09/2026 (with a calendar icon)
- Repeat:** Does not repeat (with a dropdown arrow)
- A pink **Confirm** button at the bottom.

Step Three: Approve payment

Check the details.

Then click “Approve” to approve the payment.



A screenshot of a mobile app modal titled "Confirm new payment". It displays a summary of the payment details:

- Payee name:** Cath Smith
- Amount:** 150.00
- Payee reference:** September Wages
- Start date:** 2026-09-25
- Two pink buttons at the bottom: **Approve** and **Cancel**.

If the payment is made **before 12 noon** Monday to Friday (excluding Bank Holidays), it will generally be paid the same day. If after 12 noon, it will be paid the following working day.

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