

# Bankline support guides:

## View and manage payments

### In this guide

- Learn how to search for, edit and cancel payments.
- Learn how to view payments on payment summary screens.
- Learn how to view and cancel Direct Debits and standing orders.

You cannot view and manage payments or payment summaries without the relevant privileges, which your Bankline Administrator needs to set up (see guides [Getting Started and Administration](#)).

### How to search for, edit and cancel payments

- 1 From the [Payments](#) menu, select [Search Payments](#).

The screenshot shows the 'Search payments' interface with three search options. Option 1 is 'Search by a payment reference', Option 2 is 'Search by payment type and payment status', and Option 3 is 'Search by currency and amount'. Each option has a 'Go' button and an 'Advanced' link.

- 2 For a quick search of your current and upcoming payments, choose your preferred search option, then enter or select the payment details and click [Go](#).

To search for other date ranges or to narrow your payment search, choose your preferred search option and click on [Advanced Search](#). Customer feedback shows that choosing the middle panel and searching by beneficiary name is often the fastest way to find a payment.

However, you can also search by payment date for up to one month previously, or by payment value within a range of £10,000.

- 3 Enter the payment details – some are required, others are optional. The required information depends on which search option you choose, so if you don't have what is needed, try a different option. Click [Search](#).

You can shortcut the search by entering the first three characters of the beneficiary name and '\*'. This will show you payments for all beneficiaries whose names begin with those three characters. You can then select the one you want.

- 4 A list of all payments fitting your search criteria is now displayed. This displays the 'Payments enquiry results'. Depending on your preferences, you will see either the 'Standard' view or the 'Expanded' view. You can switch between these views.

You'll see information in the Notes column to tell you if the payment was from a Template. You can also click to view the [Expanded View](#) and [Print/save records](#).

You can sort by amount, currency, status, type, beneficiary name, your reference.

The screenshot shows the 'Payments enquiry detailed results' screen. It displays a table with columns: Payment ref, Type, Beneficiary name, Beneficiary account details, Your ref, Debit account, Debit CCY, Date committed, Amt. CCY, Amount, and Status. Below the table, there are navigation options like 'Authorize', 'Clear authorisation', 'View', 'Print/save details', 'Print/save list', 'Standard View', and 'Refresh page'. At the bottom, there is a legend for payment statuses such as 'Imported payment', 'Amended reported payment', 'Amended bulk payment', 'Amended second authorisation', 'Processing', 'Accepted', 'Partially Accepted', 'Rejected', 'Failed', 'Cancelled', 'Future Debit', 'Qualified Accepted', 'Expert records', and 'Print / save records'.

### **i** Tip

Single or Bulk Next-day and Future-dated Faster Payments begin processing from 4pm on the day before the date payment is due to arrive. To check their status on the date they are due to arrive at the beneficiaries bank use [Search payments](#) Option 2 and make sure you select the appropriate payment type from the drop-down list: Next-day, Next-day Bulk, Future-dated or Future-dated Bulk. This will ensure these payments are included in the search results.

- 5** To edit a payment: If the payment is editable, you can select [Edit Payment Details](#). Make the changes you want to make and select [Confirm Changes](#).

To cancel a payment, including a future dated payment: If a payment is awaiting authorisation

you can cancel it by clicking [Cancel](#). If the payment is awaiting second authorisation, you will first need to clear the authorisation using the smartcard and reader. Clicking [Cancel](#) takes you to the confirmation screen, where you can check the details before you click [Confirm](#).

## How to view payments on payment summary screens

Summary screens give you a choice of four different overviews of what's happening across all your accounts. You can print the summaries or save them as PDF files and export payment advices and records.

- 1** From the [Payments](#) menu, select [Payment summary](#).

- 2** The default view is the [Payment summary](#) screen. This shows all active outgoing payments, outward payments completed today and inward payments received today, plus the number and total value of payments of each status.

It also gives details of all inward payments received during the day.

| Status                        | C/FBG    | over/total | B/T's |
|-------------------------------|----------|------------|-------|
| <b>AMT to be authorised</b>   |          |            |       |
| Ingoing                       | 4,963.71 | 100%       | 1     |
| Outgoing                      | 0.00     | 0%         | 0     |
| Processing                    | 2,000.00 | 100%       | 1     |
| Cancelled                     | 0.00     | 0%         | 0     |
| <b>Ingoing (not approved)</b> |          |            |       |
| AMT to be authorised          | 2,963.71 | 100%       | 1     |
| Outgoing                      | 0.00     | 0%         | 0     |
| Processing                    | 0.00     | 0%         | 0     |
| Cancelled                     | 0.00     | 0%         | 0     |

- 3** To view a [Management Summary](#), [Treasury Summary](#) or [Authorisation Summary](#), choose from the 'Select summary view' drop-down menu. See below for what each summary shows.

- 4** To view details of a specific payment, click on the underlined figure in the 'Volume' column. This brings up a list of payments in the selected category. You can then click on the payment ref to view the details of an individual payment.

- 5** Click on [Export advices](#) and select your required format from a choice of: Bankline (for credit and/or debit advices in CSV format), MT900 (for credit advices), MT910 (for debit advices) and both MT900 & MT910 (for combined credit and debit advices exports).

The file export layout guides detail the layout for each format. Please see the following guides:  
[Bankline export file layout guide – Bankline \(CSV\) format](#)  
[Bankline export file layout guide – SWIFT format](#)  
[Bankline export file guide – BAI v2 format](#)

To print or save a PDF of the summary, click [Print/Save summary](#) at the bottom right of the screen.

You can also print or save a PDF of advices or records. Select the type from the dropdown menu, then click [Print/Save advices](#) or [Print/Save records](#).

## Did you know?

There are four summary views:

[Payment summary](#) – shows all incoming payments and payments awaiting action from someone in your organisation or processing by us and summarises payments accepted or cancelled today.

[Management summary](#) – shows payments keyed or imported into Bankline today and their current status. It can be used to monitor and supervise payment activity.

[Treasury summary](#) – shows payments due or needing funding on the current or selected future date and their current status. This can be used to monitor funding and liquidity requirements, either for your organisation as a whole or for an individual account.

[Authorisation summary](#) – (available to users with at least one payment authorisation privilege) – shows payments waiting to be authorised.

**i Tip**

- If you have the relevant privileges, you will see a [View authorisation summary](#) button on the payment authorisation screen. Click this to go straight to the authorisation view.
- Click on the 'Display currency' drop-down box to change the currency displayed for international and IAT payments.
- To update the summary while you are viewing it, click [Refresh Status](#).

**Did you know?**

When exporting data two or more times a day, you don't need to do a full export every time. Bankline's incremental export feature will automatically recognise who you are and which screen you are on and select only those payments whose status has been changed or been added since your previous export.

You are also able to view and export advices for payments received by us but where the payment value date has not yet been reached. A message showing the volume and value of these will be shown under 'Received' payments in the Incoming section of the Payment summary view.

**Remember**

Your Administrator can customise your service so that certain payments are 'held' after authorisation and set up users to release them later on. You will see an extra line for the 'With customer to action' section on all the payment summary screens. This will show the number of payments awaiting release by payment type (Standard, CHAPS, International and IAT). You can click on the link total to view the Payment Enquiries Results screen to access lists of these payments and, if you have the right privileges, release them.

## How to manage direct debits and standing orders

A Direct Debit instruction is your authorisation for us to give a named organisation permission to collect varying amounts on variable dates from an account that you hold with us.

A standing order is your permission for us to make a payment of a fixed amount on a specified regular date to a named organisation.

You can view or cancel a Direct Debit or standing order in Bankline but you cannot create or edit one.

- 1 From the [Payments](#) menu, select [Direct Debits](#) or [standing orders](#).

For Direct Debits select either [Domestic](#) to view your UK direct debits, or [Euro Direct Debit Claims](#) to view any SEPA (Single European Payment Area) Direct Debits set up for your accounts.

- 2 This brings up a list of accounts. Use the drop-down list to change how many are displayed per page. To search for an account, click [Search for an account](#), then enter the sort code, account number or alias and click [Search](#).

- 3 To see a list of the Direct Debits or standing orders associated with an account, click on the relevant account ID.

To view details of a specific Direct Debit, click the originator name.

To view details of a specific standing order, press the beneficiary name.

To export data for your direct debits or standing orders in .csv, click on [Export Direct Debit](#) or [Export Standing Order](#). You can then choose to Open, Save or Cancel.

- 4 To cancel a Direct Debit or standing order, first open the details screen as described above, then click [Cancel Direct Debit](#) or [Cancel Standing Order](#).

## Important!

You will need to authorise any cancellations to Direct Debits or standing orders with a smartcard. Please allow two working days for the cancellation to take effect. If the payment is due within the next two working days please contact your Customer Service Centre direct.