Get to know your new Bankline

July 2021

NatWest

natwest.com

Logging in

You'll notice some changes between the original and new Bankline, so this is a handy guide on what to expect.

Just as before, what you can see and do will depend on your user privileges.

Logging in

To log in, use the usual address: www.natwest.com/bankline

You'll see the new version once you're logged in.

We haven't changed any of your user details or privileges.

Can't remember your password?

You can reset your password by selecting the "request an activation code" link on the screen where you're asked to scan a QR code.

If you can't see this link, ask your Bankline administrator(s) to reactivate your login via administration.

Remember these points to stay safe when logging in:

- We'll NEVER ask for your full password online (we'll only ask for certain characters)
- We'll NEVER ask for your password or any smartcard codes over the phone (or any part of them)
- ALWAYS log in from www.natwest.com/bankline; watch out for impostor log in screens

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Dashboard

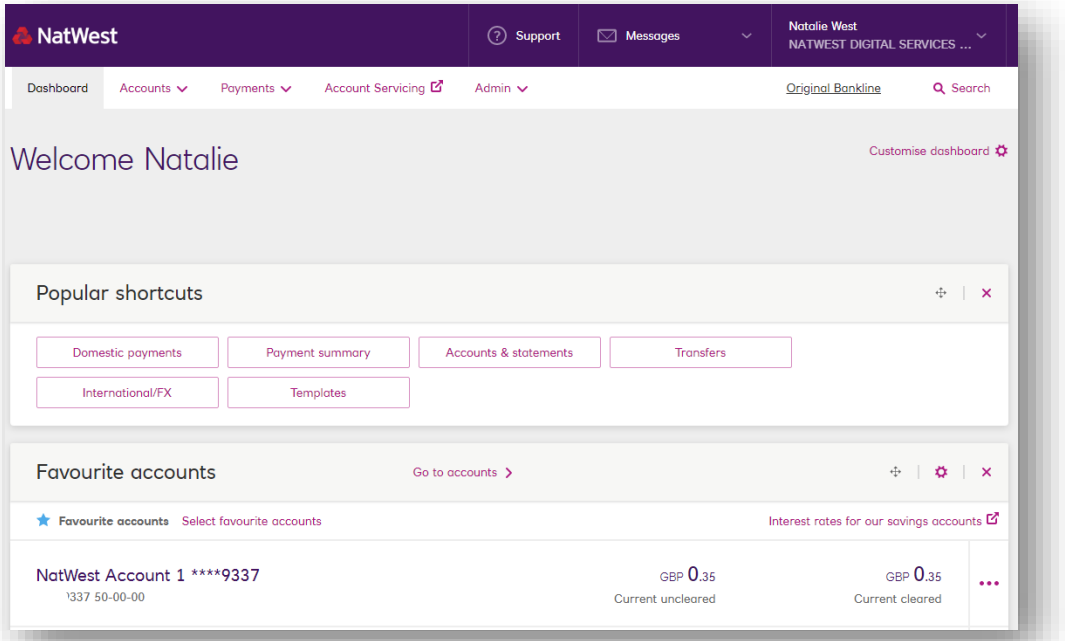
The first new thing you'll see in Bankline is the dashboard. This is the navigation hub from where you can access all areas of Bankline.

It also gives a snapshot view of your most used accounts (up to 5), handy tips to make the most of your online experience, and quick links to some of the most popular Bankline features.

You can customise the dashboard to a view that works for you. Move the panels around or even switch them off, Bankline will remember your settings when you next log in.

We'll also flag new features on the dashboard when they're released.

Tip: To log out, click your name in the top right and a drop-down menu will appear.



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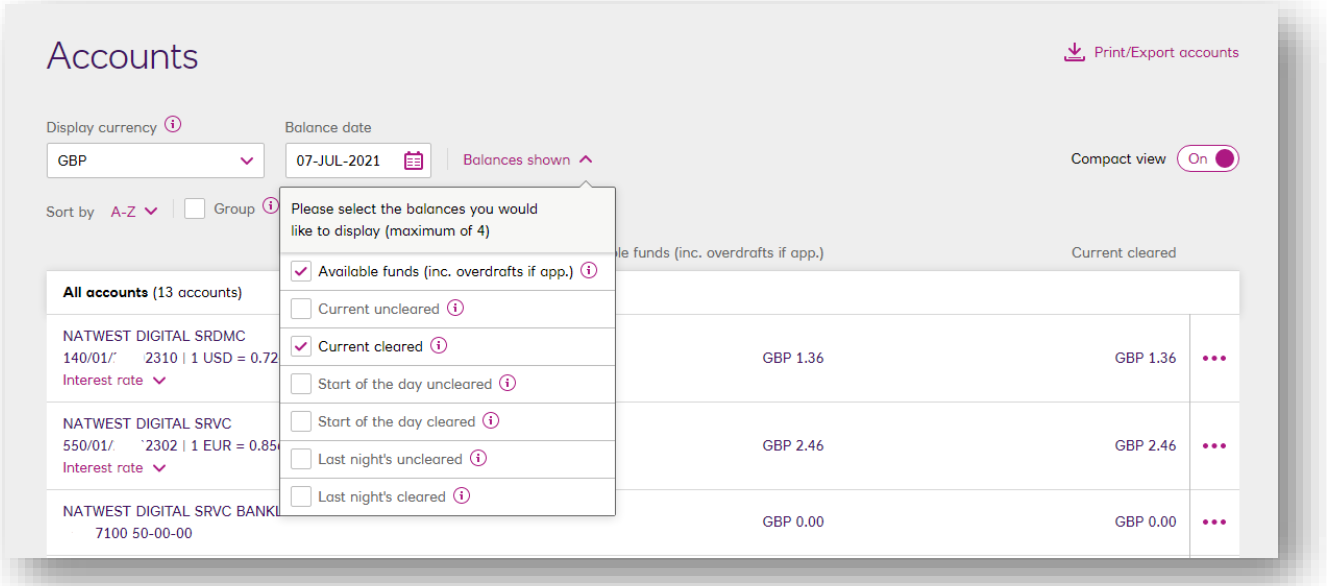
View your accounts and balances

New Bankline puts all your account information in one place so you can quickly find what you're looking for. You can change the order and grouping of accounts, and choose the balance types you want to see. Select the Accounts tab then 'View account balances and statements' to explore more.

Tip: 'Uncleared balance' is what used to be called 'ledger balance' in the original Bankline.

View your accounts

You can see up to four balance types at any time:



'Available funds' is a new feature that shows the amount you can spend now. This includes the money in your account plus any overdraft and uncleared (pending) payments coming in to the account, minus uncleared (pending) payments due to go out of the account.

To view 'Available funds' the feature has to be set up as one of your user privileges. Your Bankline Administrator(s) can arrange this through Administration, either by adding the new privilege to your existing Customer role or by creating a new role.

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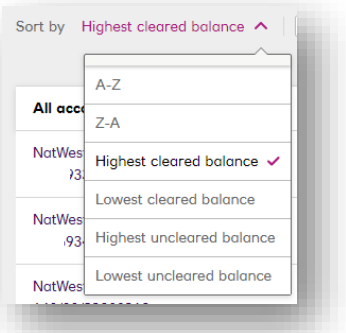
Sort and group your accounts and balances

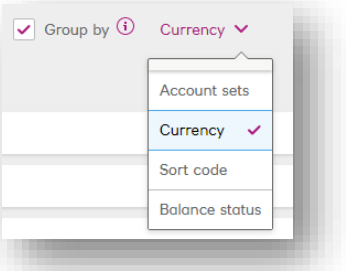
Sort your accounts

You can **change the order** you view your accounts in. Bankline will remember this preference until you change it again.



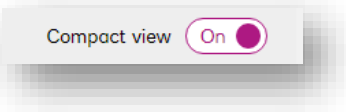
Group your accounts

You can group your accounts for a clearer view. This selection will apply until you remove it.



Viewing your accounts

To see more accounts on one page, select ‘Compact view’.



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Statements

Viewing your statement

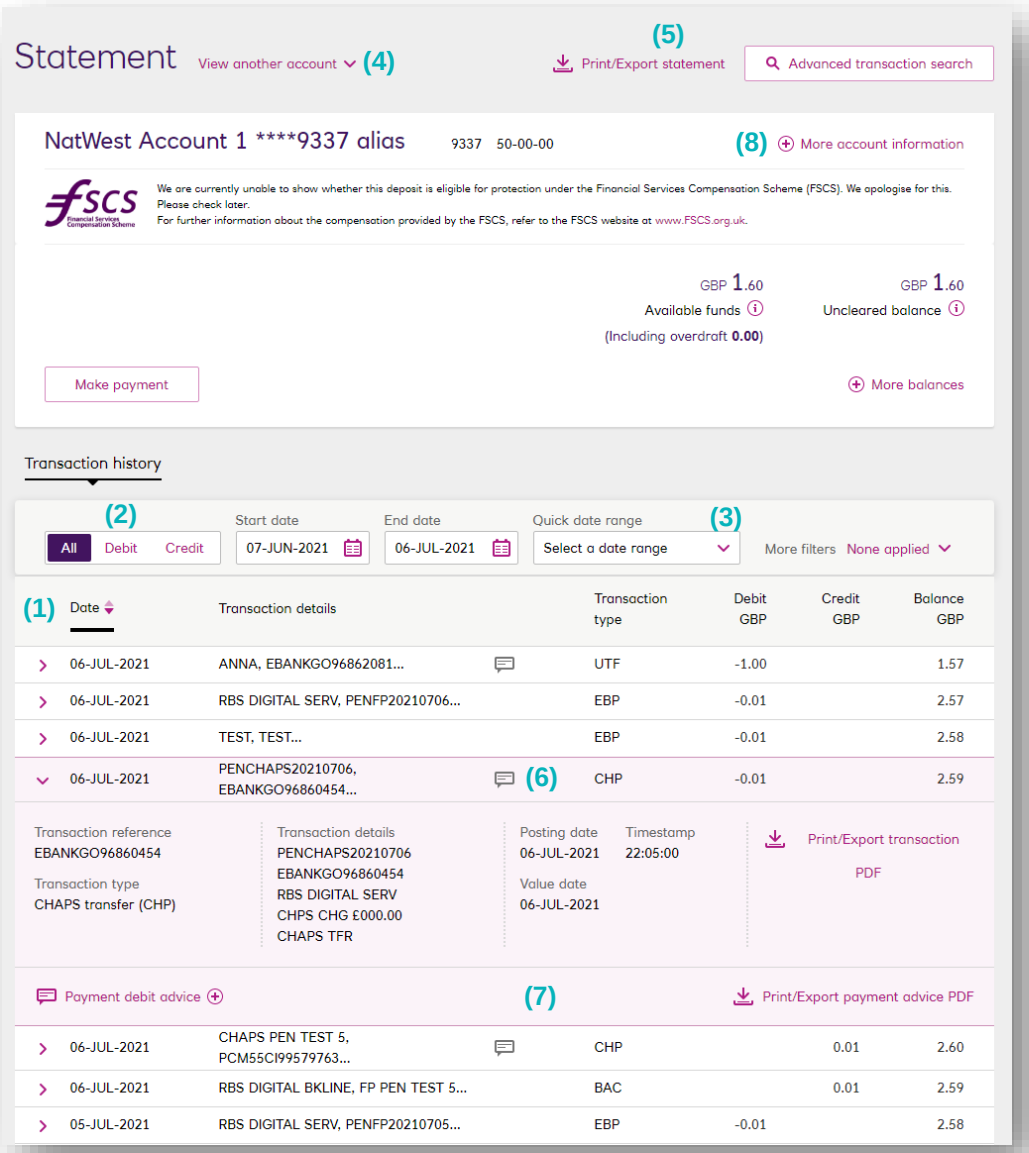
The statement page lets you sort your transactions by any of the headings listed **(1)**.

You can filter the view to show just credits or debits **(2)**, or specific payment types or value ranges **(3)**.

Quickly switch between different accounts using the drop down at the top **(4)**, and print or export the statement as needed **(5)**.

Click on a transaction to expand it **(6)**, where you'll also find printable debit and credit advices for CHAPS and international payments **(7)**.

Should you need to find additional account information such as your BIC or IBAN, they are under More account information **(8)**.



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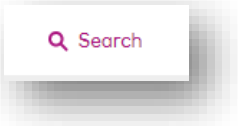
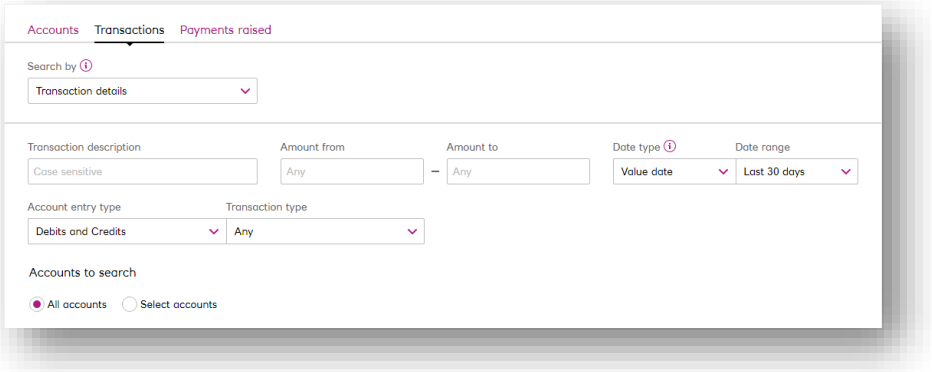
Searching your accounts and payments

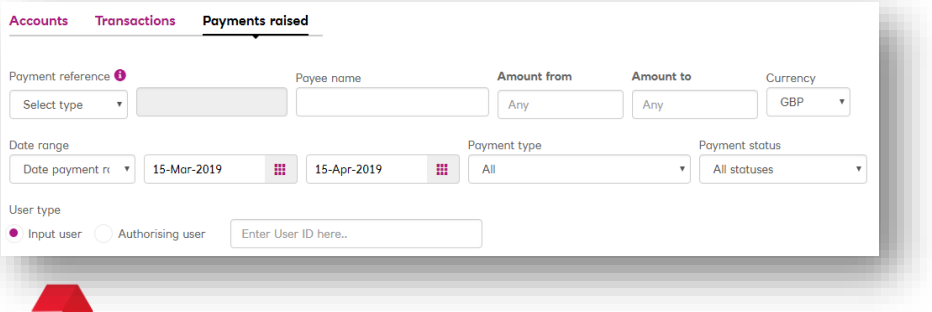
We've improved our searching facility. Just click 'Search' from the top menu to look for specific statement transactions and find your historic Bankline payments.



You can easily search for payments coming in and out of your accounts by completing as many fields as appropriate and searching across all of your accounts.



By clicking across to the 'Payments raised' tab you can complete as many or as few of the options below to find the payments that you've made in Bankline.



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Domestic payments

We've improved the way you make payments in Bankline, helping save time and money.

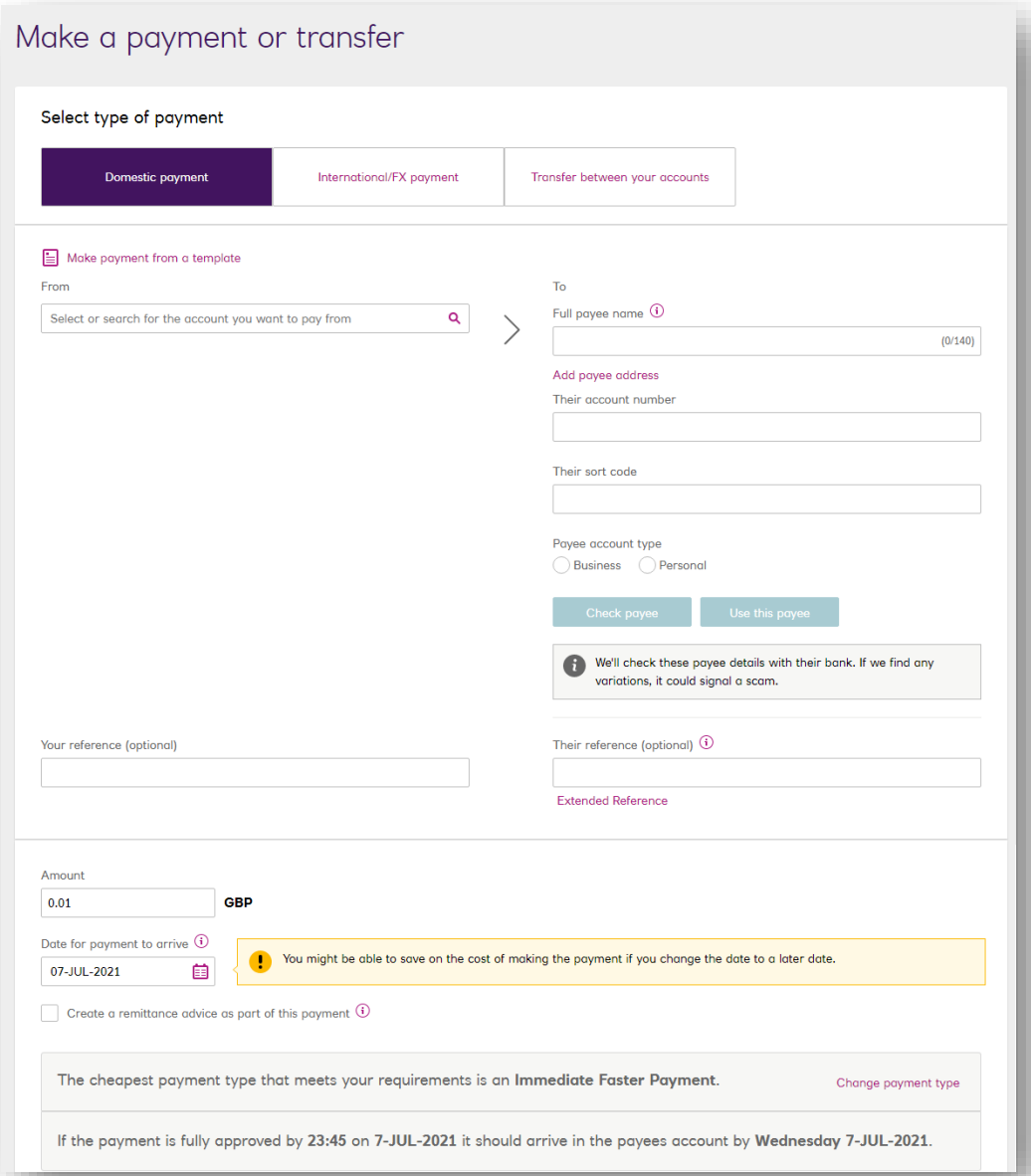
For a domestic payment, just enter who the payment is for, which includes a payee check. Then enter the payment amount and when it's to be made.

Bankline will calculate the cheapest way to send your payment. If you need a different payment type to the recommendation, just click Change payment type.

Once you've raised your payment, you can either approve it (subject to privileges) or go straight to raise another payment, then approve them all in one go.

Raise another payment or transfer

You can also save a domestic payment as a template, if you're likely to use the payee again.



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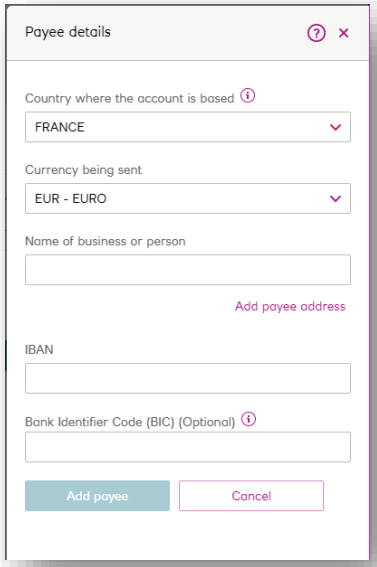
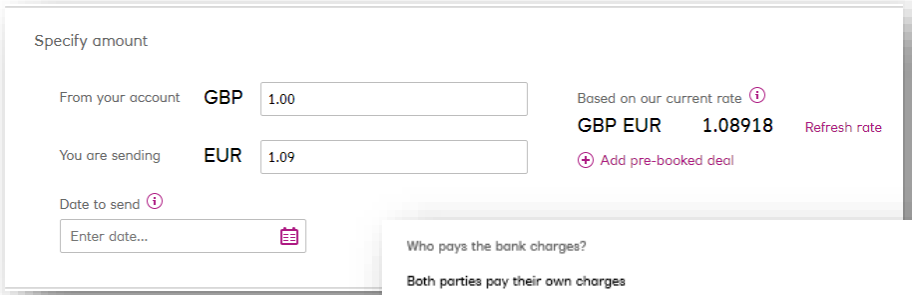
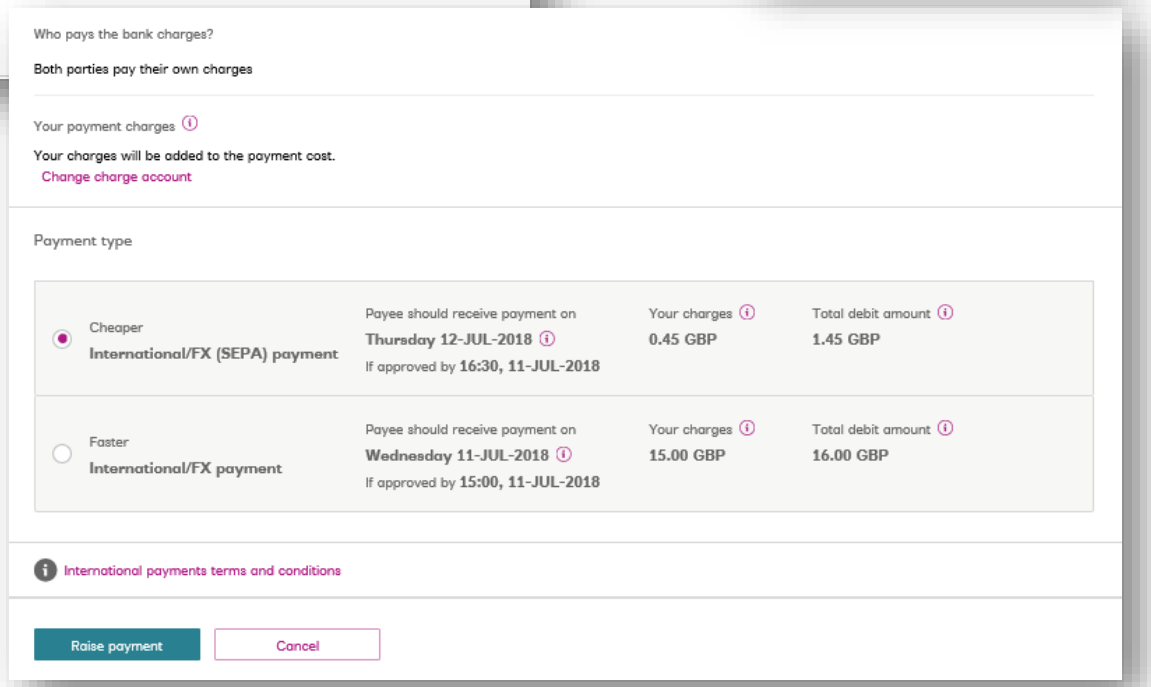
International payments

We've redesigned international payments to help you complete the relevant fields for the country and currency you're paying. For example, if an address is mandatory for the destination country, these fields will be displayed in the Payee details section.

If your payment involves more than one currency, Bankline will show the value of the payment in both currencies and the indicative exchange rate being applied, as well as the charges and total amount to be debited. You can also add pre-booked deals easily as part of this process.







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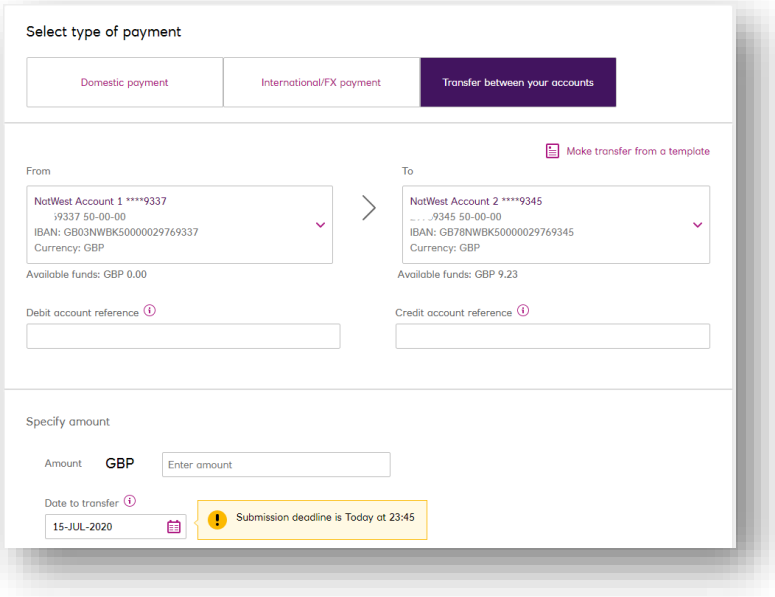
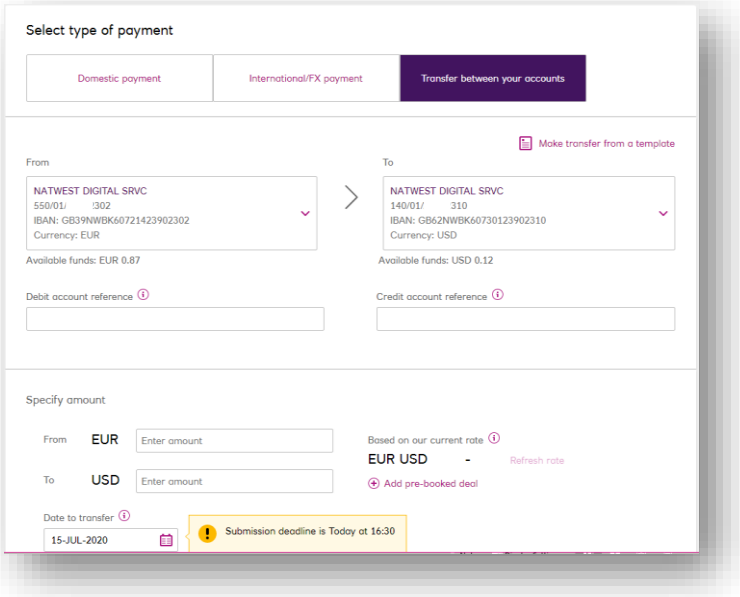
Transfers between your accounts

Transfers between your accounts are quick and easy in new Bankline, with no need to move screens for sterling or currency accounts.

Simply select the accounts you're moving money between, and if your payment involves more than one currency, Bankline will show the value of the payment in both currencies and the indicative exchange rate being applied. You can also add pre-booked deals as part of this process.

Tip: Transfers were known as 'Inter Account Transfer' (IATs) in original Bankline.





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Approving payments

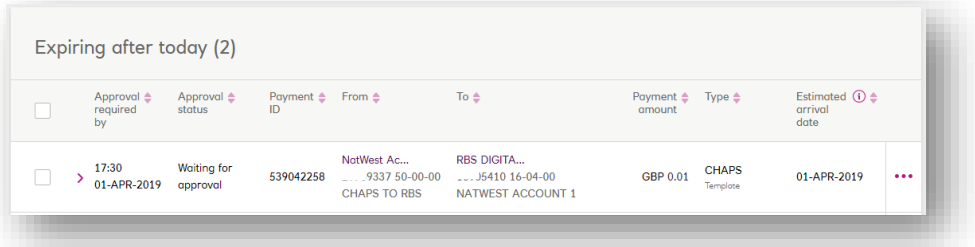
Start by selecting ‘Approve payments’ from the Payments menu.

You’ll then see all payments awaiting approval, listed in date order (closest date first).

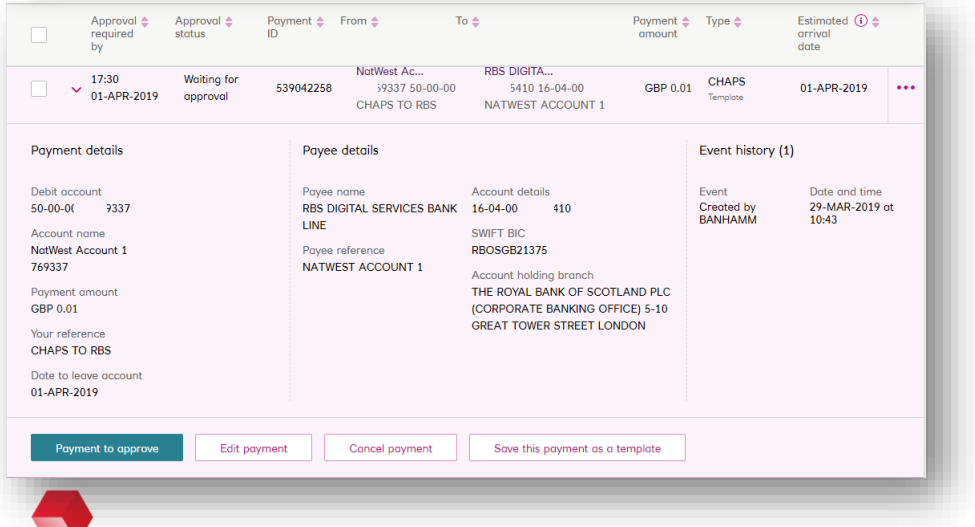
Just use the tick-boxes to select the payments you want to approve and click ‘Approve’. You can then use your Smartcard and reader as normal to complete the approval process.

Tip: ‘Approve payments’ was known as ‘Authorise payments’ in original Bankline.

Standard view:



Expanded view:



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Templates

Templates are a great way to store details for regular payments. They save the account the payment is sent from, the payee details and payment type.

Domestic templates

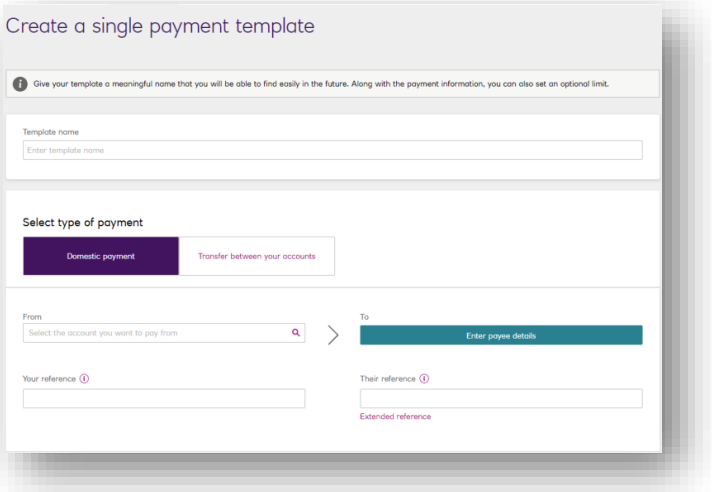
Any domestic payment templates you've already created have been transferred to new Bankline, and creating new templates has also been simplified.

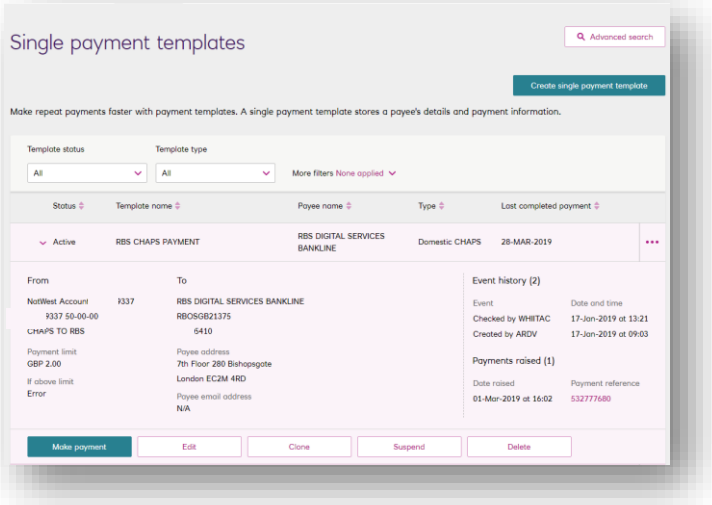
You can save a domestic payment as a template whilst raising it, or create it through the Templates menu, and set separate payment limits for each template.

International templates

Existing international payment templates are available to make payments from in new Bankline.

If you need to edit or create a new international template, you'll need to go to original Bankline. This functionality will be made available in new Bankline at a later stage.





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Print and Export

Statements and balances:

You can print or export your statements using the Print/Export link on the Statement page. This lets you create a download in either PDF or CSV. If you need a different format, you'll still be able to do this in original Bankline.

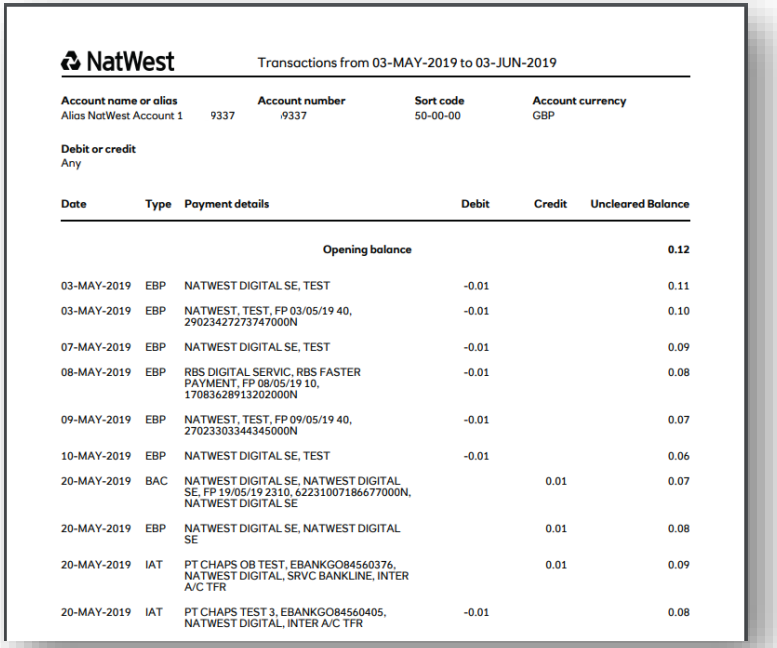
PDF exports are available in landscape or portrait and can be arranged in your preferred order.

You can print or export Balances from the View account balances page. This is also available in PDF or CSV.

Payments:

Once you've raised a payment, you can print or export it from the Payments to be approved page, or from the Approve payments screen. You can print single or multiple payments, before or after approval.

You can also print payments created from Templates by clicking the Payment reference in the expanded template.



NatWest Transactions from 03-MAY-2019 to 03-JUN-2019

Account name or alias	Account number	Sort code	Account currency
Alias NatWest Account 1	9337 /9337	50-00-00	GBP

Debit or credit
Any

Date	Type	Payment details	Debit	Credit	Uncleared Balance
		Opening balance			0.12
03-MAY-2019	EBP	NATWEST DIGITAL SE, TEST	-0.01		0.11
03-MAY-2019	EBP	NATWEST, TEST, FP 03/05/19 40, 29023427273747000N	-0.01		0.10
07-MAY-2019	EBP	NATWEST DIGITAL SE, TEST	-0.01		0.09
08-MAY-2019	EBP	RBS DIGITAL SERVIC, RBS FASTER PAYMENT, FP 08/05/19 10, 17083628913202000N	-0.01		0.08
09-MAY-2019	EBP	NATWEST, TEST, FP 09/05/19 40, 27023303344345000N	-0.01		0.07
10-MAY-2019	EBP	NATWEST DIGITAL SE, TEST	-0.01		0.06
20-MAY-2019	BAC	NATWEST DIGITAL SE, NATWEST DIGITAL SE, FP 19/05/19 2310, 622310071866770000N, NATWEST DIGITAL SE		0.01	0.07
20-MAY-2019	EBP	NATWEST DIGITAL SE, NATWEST DIGITAL SE		0.01	0.08
20-MAY-2019	IAT	PT CHAPS OB TEST, EBANKGO84560376, NATWEST DIGITAL, SRVC BANKLINE, INTER A/C TFR		0.01	0.09
20-MAY-2019	IAT	PT CHAPS TEST 3, EBANKGO84560405, NATWEST DIGITAL, INTER A/C TFR	-0.01		0.08

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Account servicing

Account servicing lets you complete everyday banking tasks online, without having to pick up the phone or send off forms.

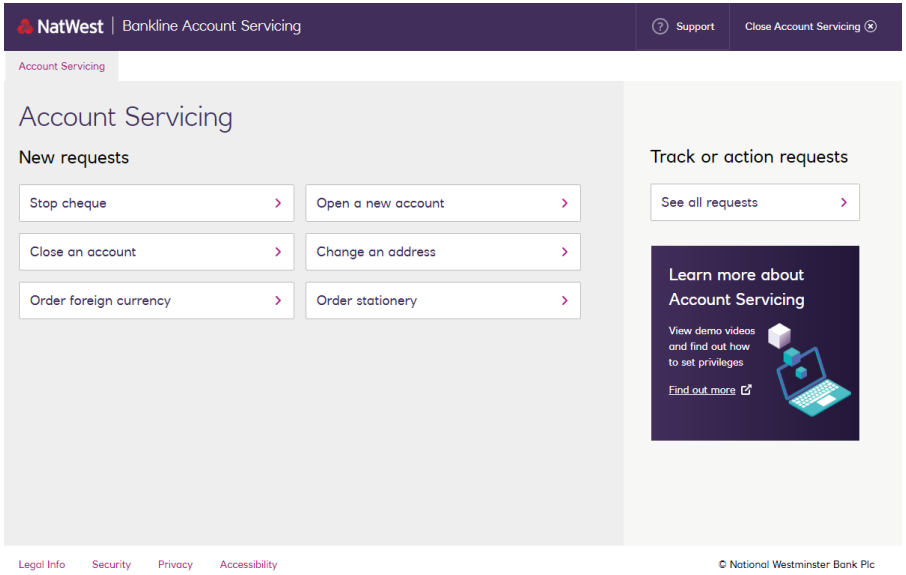
From the account servicing page in Bankline you can:

- Stop cheques
- Open additional accounts
- Change address
- Close accounts
- Order stationery (eg. cheque books)
- Order foreign currency
- Track the progress of all your requests

Find out more about account servicing

To get started, you'll just need to set up the privileges in Bankline. If you're an administrator, visit the page below for guidance on how to do this for yourself and other users.

Guide to adding account servicing privileges



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Other tasks

This guide is intended to demonstrate the new features and improved experiences for users new Bankline brings. Not all areas have been redeveloped, and you'll see the 'old' style screens for some journeys for a little while yet. These include:

- Importing payments
- Bulk lists
- Admin
- Payment summary

You can still access these directly from the dashboard, and if you need to return to original Bankline for anything else this is still available under 'Other tasks' on the right hand side of the screen.

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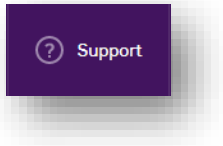
FAQs

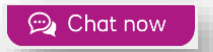
These are available from every Bankline page, just click ‘Support’ and enter your search terms.



Webchat

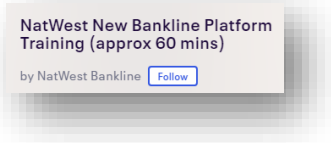
The quickest way to get in touch with us is via webchat. You’ll find the Chat now button on every Bankline page.

Cora, our digital assistant, will help with your question and connect you to the right team, when needed.



Webinars

If you’d like a bit more help getting comfortable with new Bankline, sign up to one of our live webinars to learn your way around with one of our expert trainers.



Bankline helpdesk

Our Bankline helpdesk is here to help with more complex Bankline queries on:

0345 300 4108
+44 1268 502 128 (outside the UK)
18001 0345 300 4108 Relay UK
Lines are open Monday to Friday, 8am to 6pm. Calls may be recorded.

We’d love to know what you think

If you have any comments about new Bankline we’d be interested to hear them. Send your feedback to banklinefeedback@natwest.com

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Disclaimer

Payments made using Bankline and Online Banking will incur payment fees. Use of Bankline will also incur a monthly charge that will vary depending on the number of users and accounts registered. Please contact us for more information on fees and payment tariffs.

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