

A guide to the roles in Bankline

August 2026

Information Classification - Public



Royal Bank
of Scotland

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This document is designed to provide you with a clear understanding of the roles within Bankline. It gives a list of each role's access, giving all users a clear view of the access they have. Understanding roles is essential for maintaining security and transparency, as well as getting the most from Bankline, both from a user's perspective but also as an organisation. We'd recommend using these roles in the way that they're set up. However, if you find they're not quite right for you, then an administrative user can customise a role, which is tailored to your individual needs. Before we help with your admin query, we need to check which version of Bankline Administration you're using.

Important information

From the 27th August 2026 there are 2 versions of roles for Bankline, for you to get the correct information when you select the Admin menu, what do you see?

Roles (with a **"New"** label next to it), please see the roles described in pages 3 to 14.

Manage roles (with **no** "New" label), please refer to the roles described in pages 15 to 46.

Contents

[Post 27th August roles](#)

Pages 3 to 14

[Pre 27th August roles](#)

Pages 15 to 46

Post 27th August 2026 roles in Bankline

4 [Account viewer](#)

5 [Payment raiser](#)

7 [Payment approver](#)

8 [Payment controller](#)

10 [Account leader](#)

13 [Admin](#)

Account viewer

Role name	Description			
Account viewer	Account viewers can view account information including balances, transactions, and images of cheques you've paid out and paying in slips. They can also stop cheques, order cheque books and view account servicing requests like open new account requests and stopping cheque requests.			
Administration	Account information	Payments	Account servicing	Others
None	View account balances. Create own account sets and view shared account sets.	None	Stop cheques	Give account software package/Third Party Provider (TPP) access to account information
	View account transactions		Order stationery (cheque books and paying in books)	
	View available funds for accounts		View open new account requests	
	Get images of cheques you've paid out and paying in slips you've used to pay in		View address and contact changes	
	View and export PDF copies of account statements		View stop cheque requests	
			View order stationery requests	
			View close account requests	

Payment raiser

Role name	Description			
Payment raiser	Payment raisers can raise Faster Payments and CHAPS payments (excluding payments from confidential bulk lists). They can't approve any payments. They can view these payments and use the file import function. They can also view transactions, balances and statements, stop cheques, order cheque books and view these requests.			
Administration	Account information	Payments	Account servicing	Others
None	View account balances. Create own account sets and view shared account sets.	View payment summary	Stop Cheques	
	View account transactions	View payments (excludes confidential bulk payments)	Order paying-in books and cheque books	
	View available funds for accounts	View templates	View stop cheque requests	
	Get images of cheques you've paid out and paying in slips you've used to pay in	View Bulk lists (excludes confidential bulk lists)	View order stationery requests	
	View and export PDF copies of account statements	Raise, edit and cancel Faster Payment (including immediate)		
		Raise, edit and cancel transfers between your own accounts		
		Raise, edit and cancel CHAPS payments		
		Raise, edit and cancel transfers between your own accounts from templates		
		Raise, edit and cancel Faster Payments from templates		
		Raise, edit and cancel CHAPS payments from templates		
		Manage standing orders and Direct Debits		
		Raise, edit and cancel transfers between your own accounts from bulk lists (excludes confidential bulk lists)		
		Raise, edit and cancel Faster Payments from Bulk lists (excluding confidential bulk lists)		
		Cancel import files		
		Import payments (excluding confidential bulk)		
		Import ad hoc bulk payments (excluding confidential)		
		Create templates for transfers between your own accounts.		
		Create templates for Faster Payments		

Payment raiser (cont'd)

Administration	Account information	Payments	Account servicing	Others
None	View and export PDF copies of account statements	Create templates for CHAPS payments		
		Import templates		
		Import confidential and non-confidential bulk lists		

Payment approver

Role name	Description		
Payment approver	Payment approvers can approve payments including immediate Faster Payments, CHAPS payments and imported payment files. They can't raise any payments. They can view payments (excluding confidential bulk payments) and account balances, transactions and statements. Stop cheques and order cheque books and view requests for these..		

Administration	Account information	Payments	Account servicing	Others
None	View account balances. Create own account sets and view shared account sets.	View payment summary	Stop Cheques	
	View account transactions	View payments (excludes confidential bulk payments)	Order Cheque books and paying in books	
	View available funds for accounts	View templates	View stop cheque requests	
	Get images of cheques you've paid out and paying in slips you've used to pay in	View Bulk lists (excluding confidential bulk payments)	View order stationery requests	
	View and export PDF copies of account statements	Approve bulk transfers between your own accounts raised by other users		
		Approve immediate bulk Faster Payments raised by other users (excluding confidential bulk payments)		
		Approve next day bulk Faster Payments raised by other users (excluding confidential bulk payments)		
		Approve future dated bulk Faster Payments raised by other users (excluding confidential bulk payments)		
		Approve transfers between own accounts raised by other users		
		Approve immediate Faster Payments raised by other users		
		Approve next day Faster Payments raised by other users		
		Approve future dated Faster Payments raised by other users		
		Approve CHAPS payments raised by other users		
		Approve Imported payment files for ALL payment types (including confidential bulk, immediate Faster Payments, international, CHAPS)		

Payment controller

Role name	Description
Payment controller	Payment controllers can raise, manage, and approve most payment types (excluding confidential bulk payments, and their own international payments). They can also view these payments and use the file import function. They can create and edit templates and bulk lists. They can also view account balances, transactions and statements, stop cheques and order cheque books and view these request.

Administration	Account information	Payments	Account servicing	Others
None	View account balances. Create own account sets and view shared account sets	View payment summary	Stop cheques	
	View account transactions	View payments (excludes confidential bulk lists)	Order cheque books and paying in books	
	View available funds for accounts	View templates	View open new account requests	
	Get images of cheques you've paid out and paying in slips you've used to pay in	View bulk lists	View address and contact change requests	
	View and export PDF copies of account statements	Raise, edit and cancel Faster Payments	View stop cheque requests	
		Raise, edit and cancel transfers between your own accounts	View order stationery requests	
		Raise, edit and cancel CHAPS payments	View close account requests	
		Raise, edit and cancel transfers between your own accounts from templates		
		Raise, edit and cancel Faster Payments from templates		
		Raise, edit and cancel CHAPS payments from templates		
		Manage standing orders and Direct Debits		
		Raise, edit and cancel transfers between your own accounts from bulk lists		
		Raise, edit and cancel Faster Payments from Bulk lists (excluding confidential bulk lists)		
		Import payment files		
		Cancel import files		
		Import non-confidential ad hoc bulk payments		
		Create, edit and delete templates for transfers between your own accounts		
		Create, edit and delete templates for Faster Payments		
		Create, edit and delete templates CHAPS payments		

Payment controller (cont'd)

Administration	Account information	Payments	Account servicing	Others
None		Create, edit and delete templates for international payments		
		Import templates		
		Approve bulk transfers between your own accounts raised by other users		
		Approve bulk Faster Payments raised by other users (excluding confidential bulk payments)		
		Approve transfers between your own accounts raised by other users		
		Approve immediate Faster Payments raised by other users		
		Approve next day Faster Payments raised by other users		
		Approve future dated Faster Payments raised by other users		
		Approve CHAPS payments raised by other users		
		Approve Imported payment files for ALL payment types (including confidential bulk, immediate Faster Payments, international, CHAPS)		
		Approve international payments raised by other users		
		Release all payments in an imported file (only needed where 'hold payments' preference is active)		
		Release payments (only needed where 'hold payments' preference is active)		
		Approve and reject template creation and changes by other users (for when templates are set as dual controlled)		
		Suspend and reactivate templates		
		Create, edit and delete bulk lists for transfers between your own accounts		
		Create, edit and delete non confidential bulk lists for Faster Payments		
		Approve/reject bulk lists created or changed by other users for transfers between your own accounts (where dual approval of bulk list is switched on)		
		Approve/reject bulk lists created or changed by other users for Faster Payments (where dual approval of bulk list is switched on)		
		Suspend/reinstate bulk lists		
		Import bulk lists (including confidential)		

Account leader

Role name	Description
Account leader	Account leaders are responsible for admin settings, such as creating and managing users and profile wide security settings. They can raise, edit and cancel most payment types (excluding confidential bulk and own International payments). They can approve other users payments. They can add and remove accounts, view account balances, transactions and statements. They can also stop cheques and order cheque books and view all account servicing requests.

Administration	Account information	Payments	Account servicing	Others
View admin settings	View account balances. Create own account sets and view shared account sets	View payment summary	Stop Cheques	
Turn paperless statements on/off and select users to get notifications when documents are available	View account transactions	View payments (excludes confidential bulk payments)	Order cheque books and paying in books	
Edit business details, password controls, account identifier options and dual admin settings	View available funds for accounts	View templates	View close account requests	
Edit payment limits, including maximum single payment limit, maximum daily limit, and the payment threshold where dual approval for payments is required	Get images of cheques you've paid out and paying in slips you've used to pay in	View Bulk lists (excluding confidential)	View open new account requests	
Edit payment preferences, including preferences for bulk lists, templates, importing, scheduling and international payments	View and export PDF copies of account statements	Raise, edit and cancel Faster Payments	View address and contact changes	
Create and edit tailored and account specific roles for users		Raise, edit and cancel transfers between your own accounts	View order status requests	

Account leader (cont'd)

Administration	Account information	Payments	Account servicing	Others
Add and manage users, set their payment approval limits, assign them roles and manage user access		Raise, edit and cancel CHAPS payments	View stop cheque requests	
Create, edit, share and delete account sets		Raise, edit and cancel Faster Payments from templates	Open new accounts	
Manage payment alerts		Raise, edit and cancel account transfers from templates	Close accounts	
Add and deregister accounts		Manage standing orders and Direct Debits	Change principal address and contact details	
Create, edit, share and delete account sets		Raise, edit and cancel transfers between your own accounts from bulk lists	Change statement address	
Manage payment alerts		Raise, edit and cancel Faster Payments from bulk lists	View close account requests	
		Raise, edit and cancel CHAPS payments from templates		
		Cancel imported files		
		Import payments (the same payment types you can raise)		
		Import ad hoc bulk payments (excluding confidential)		
		Create, edit and delete templates for transfers between your own accounts		
		Create, edit and delete templates for Faster Payments		
		Create, edit and delete templates for CHAPS payments		
		Create, edit and delete templates for international payments		
		Import templates		
		Approve bulk transfers between your own accounts raised by other users		
		Approve bulk immediate Faster Payments raised by other users		
		Approve bulk next day Faster Payments raised by other users		
		Approve bulk future dated Faster Payments raised by other users		
		Approve transfers between your own accounts raised by other users		
		Approve immediate Faster Payments raised by other users		
		Approve next day Faster Payments raised by other users		
		Approve future dated Faster Payments raised by other users		

Account leader (cont'd)

Administration	Account information	Payments	Account servicing	Others
		Approve CHAPS payments raised by other users		
		Approve Imported payment files for ALL payment types (including confidential bulk, immediate Faster Payments, international, CHAPS)		
		Approve international payments raised by other users		
		Release all payments in an import file (only needed where 'hold payments' preference is active)		
		Release payments (only needed where 'hold payments' preference is active)		
		Approve / reject template creation and changes by other users (for when templates are set as dual controlled)		
		Approve / reject bulk list creation and changes by other users for transfers between your own accounts (for when templates are set as dual controlled)		
		Approve / reject bulk list creation and changes by other users for Faster Payments (for when templates are set as dual controlled)		
		Suspend and reinstate templates		
		Create and edit non confidential bulk lists for transfers between your own accounts		
		Create and edit non confidential bulk lists for Faster Payments		
		Import confidential and non-confidential bulk lists		

Admin

Role name	Description			
Admin	Admin are responsible for admin settings, including creating and removing users, changing users' access, ordering users activations codes, smartcards, readers etc. They can also manage profile wide security settings and add and remove accounts. They have no access to making payments or viewing account information.			

Administration	Account information	Payments	Account servicing	Others
View admin settings	None	None	None	View Bankline fees
Turn paperless statements on/off and select users to get notifications when documents are available				Manage account software package / Third Party Provider (TPP) access to account information consents for all users
Edit business details, password controls, account identifier options and dual admin settings				
Edit payment limits, including maximum single payment limit, maximum daily limit, and the payment threshold where dual approval of payments is required				
Edit payment preferences, including preferences for bulk lists, templates, importing, scheduling and international payments				
Create and edit tailored and account specific roles for users				
Add and manage users, set their payment approval limits, assign them roles and manage user access				

Admin (cont'd)

Administration	Account information	Payments	Account servicing	Others
Add and deregister accounts				
Create, edit, share and delete account sets				
Manage payment alerts				

Note: *Others includes privileges from Audit, New Bankline Functions, Third Party Provider consents and Third Party Provider payments.

Your organisation may not be registered for all of these services and therefore you may not see these as options in manage roles.

Pre 27th August 2026 roles in Bankline

16	<u>Account operator</u>	30	<u>Key all payments</u>
17	<u>Account servicing</u>	32	<u>Key Std payments</u>
18	<u>Administrator</u>	33	<u>Key & Auth all FTs</u>
19	<u>Auditor</u>	34	<u>Key & Auth FD & IAT</u>
20	<u>Auth all FTs</u>	36	<u>Manage alerts</u>
21	<u>Auth all payments</u>	37	<u>Manage users</u>
22	<u>Auth any import file</u>	38	<u>Payment releaser</u>
23	<u>Auth FD & IAT</u>	39	<u>Superuser</u>
24	<u>Balance Operator</u>	40	<u>Superuser FD & IAT</u>
25	<u>Bankline mobile user</u>	42	<u>Superuser payments</u>
26	<u>Key & Auth all payments</u>	46	<u>View available funds</u>
29	<u>Key all FTs</u>		

Account operator

Role name	Description
Account operator	Account operators can view account information including balances, transactions and images of paying-in slips or debiting cheques (known as voucher images). They can also add, amend and remove accounts on your organisation's profile. They can also perform everyday requests like stopping cheques, ordering cheque books and paying-in books via Bankline without having to pick up the phone. Note: This doesn't give access to payments.

Administration	Account information	Payments	Account servicing*	Others*
Manage accounts	Manage account information prefs	None	Order stationery	None
Manage customer account sets	Request voucher		Stop cheques	
	View balances*		View stationery requests	
	View transactions*		View stop cheque requests	

Note: * The account servicing privileges are automatically included with the 'view balances' or 'view transactions' privileges. This means when you check users access or role in Bankline, you will not see the account servicing privileges listed or ticked

Account servicing

Role name	Description
Account servicing	Account servicing allows the user to raise service requests such as changing addresses, stopping cheques, opening and closing accounts, ordering cheque books and paying-in books. They can also view all requests made, and track their progress. Note: This gives no access to payments, account balances, transactions or statements. Note: Any requests to change the principal and/or statement address will NOT change the address held on Bankline for the profile or users.

Administration	Account information	Payments	Account servicing*	Others*
None	None	None	Change principal address and contact details	None
			Change statement address	
			Close accounts	
			Open new accounts	
			Order stationery	
			Stop cheques	
			View address & contact changes	
			View close account requests	
			View open new account requests	
			View stationery requests	
			View stop cheque requests	

Administrator

Role name	Description
Administrator	Administrators have most administration privileges, including creating and removing users, changing users' access, ordering users activations codes, smartcards, readers etc. Administrators are responsible for implementing security settings such as dual approval of payments, setting payment limits for the whole profile and individual users, and allocating the countries international payments your users can transfer money to. Note: Being an administrator gives no access to making payments or viewing account information. You can select multiple master roles, or create a customer role to achieve this.

Administration	Account information	Payments	Account servicing	Others
Export privileges report	None	None	None	None
Manage accounts				
Manage customer account sets				
Manage paperless preferences				
Manage preferences				
Manage roles				
Manage users				
Set payment limits				
Set payment preferences				
View billing notifications				
View customer summary				
View privileges report				

Auditor

Role name	Description
Auditor	Auditor access allows users to view Bankline audit records. Audit records show who has used Bankline, at what time and date, and all the actions they took. They can also view privileges reports, which means they can see the level of access each user has. Note: This give no access to payments, account balances, transactions or statements.

Administration	Account information	Payments	Account servicing	Others*
View privileges report	None	None	None	View audit records

*Others includes privileges from audit, new Bankline functions, Paylt TM, remote cheque deposit, third party provider consents and third party provider payments.
Your organisation may not be registered for all of these services and therefore you may not see these as options in manage roles.

Auth all FTs

Role name	Description
Auth all FTs*	FTs are financial transfers. They are only available to financial institutions. If your business is not a financial institution, you won't need FTs.

Administration	Account information	Payments	Account servicing	Others
None	None	Authorise CHAPS financial transfer	None	None
		Authorise international financial transfer		
		Cancel import file		
		Check template		
		Clear authorisation import file		
		Suspend & reinstate template		
		View payment summary		
		View payments		
		View templates		

Auth all payments

Role name	Description
Auth all payments	This allows users to view payments and to approve most payment types, even if they have been imported (excluding payments imported from confidential bulk lists). Users with this role can also 'check' (2nd approve) bulk lists and template creation, deletions and changes made to them (excluding confidential bulk lists), if dual control for these is switched on. They can view and cancel direct debits and standing orders. Note: They can't approve their own payments, or see any account balances, transactions or statements.

Administration	Account information	Payments	Account servicing*	Others*
None	None	Authorise 'other' international payment	None	None
		Authorise (other's) transfer		
		Authorise bulk payment		
		Authorise domestic future dated/BACS payment		
		Authorise domestic immediate payment		
		Authorise domestic next day payment		
		Authorise immediate bulk payment		
		Authorise next day bulk payment		
		Authorise sterling CHAPS payment		
		Authorise urgent international payment		
		Cancel import file		
		Check bulk list		
		Check bulk list – IAT		
		Check template		
		Clear authorisation import file		
		Manage standing order/Direct Debit		
		Suspend & reinstate bulk list		
		Suspend & reinstate bulk list – IAT		
		Suspend & reinstate template		
		View bulk list		
		View payment summary		
		View payments		
		View templates		

Auth any import file

Role name	Description
Auth any import file	This is a highly specialised role and only contains one privilege. It allows the user to approve all imported files (including any they have imported themselves), containing any payment type. They can't make any changes to the upload, or see any information about payments that are not imported. Note: They don't have access to approve any payments that have NOT been imported, they can't see account balances, transactions or statements. They DON'T need this role to approve imported payments using the authorise/approve payment screens. This role is only required for users who need to approve entire imported files of payments.

Administration	Account information	Payments	Account servicing	Others
None	None	Authorise import file	None	None

Auth FD & IAT

Role name	Description
Auth FD & IAT (FD = Future dated payments IAT = Transfers between your accounts)	This allows the user to view payments and approve future dated Faster Payments (minimum of 2 days in the future) and transfers between your accounts (IATs), even if these have been imported. Users can also 'check' (2nd approve) bulk lists and template creation, deletion and changes made to them, if dual control for these is switched on. They can also view and cancel direct debits and standing orders. Note: They can't view, check or approve payments from confidential bulk lists. They also can't see any account balances, transactions or statements.

Administration	Account information	Payments	Account servicing	Others
None	None	Authorise (other's) transfer	None	None
		Authorise bulk payment		
		Authorise domestic future dated/BACS payment		
		Authorise bulk IAT		
		Cancel import file		
		Check bulk list		
		Check bulk list – IAT		
		Check template		
		Clear authorisation import file		
		Manage standing order\Direct Debit		
		Suspend & reinstate bulk list		
		Suspend & reinstate bulk list – IAT		
		Suspend & reinstate template		
		View bulk list		
		View payment summary		
		View payments		
		View templates		

Balance operator

Role name	Description
Balance operator	This role allows users to view all account balances. It also gives the user access to account servicing privileges, meaning they can perform some everyday requests like stopping cheques, order cheque books and paying-in books via Bankline without having to pick up the phone. Note: Balance operators can not access to payments or view transactions.

Administration	Account information	Payments	Account servicing*	Others
None	View balances*	None	Order stationery	None
			Stop cheques	
			View stationery requests	
			View stop cheque requests	

Note: * The account servicing privileges are automatically included with the 'view balances' or 'view transactions' privileges. This means when you check users access or role in Bankline, you will not see the account servicing privileges listed or ticked

Bankline mobile user

Role name	Description
Bankline mobile user	Allows the users to download and use the Bankline app on selected mobile devices. They will have the same level of access in the app as they have on a desktop.

Administration	Account information	Payments	Account servicing	Others
Bankline mobile user	None	None	None	None

Key & auth all payments

Role name	Description
Key & auth all payments	This gives users most payment privileges. They can key and edit most payment types (excluding confidential bulk lists), view these payments and use the file import function. These users can also create and edit bulk lists and templates for Faster Payments. They can also create and edit transfers between your own accounts (IATs) If dual control is switch on for bulk lists and templates, they can 'check' (2nd approve) any changes, creation or deletion of these. They can approve all payment types keyed by someone else. They can only approve their own individual and bulk future-dated Faster Payments and transfers (IATs), including those that have been imported. Note: They can't approve their own immediate Faster Payments, international or CHAPS payments. They have no access to account balances, transactions or statements.

Administration	Account information	Payments	Account servicing	Others
None	None	Add 'other' international payment	None	None
		Add 'other' international payment from template		
		Add bulk list		
		Add domestic payment from bulk list		
		Add domestic standard payment		
		Add domestic standard payment from template		
		Add IAT from bulk list		
		Add sterling CHAPS payment		
		Add sterling CHAPS payment from template		
		Add template for standard payment		
		Add transfer (between customer's own accounts)		
		Add bulk list – IAT		
		Add template for 'other' international payment		
		Add template for sterling CHAPS payment		
		Add template for transfer		
		Add template for urgent international payment		
		Add urgent international payment		
		Add urgent international payment from template		

Key & auth all payments (cont'd)

Administration	Account information	Payments	Account servicing	Others
		Authorise 'other' international payment		
		Authorise (other's) transfer		
		Authorise bulk payment		
		Authorise domestic future dated/BACS payment		
		Authorise domestic immediate payment		
		Authorise domestic next day payment		
		Authorise immediate bulk payment		
		Authorise next day bulk payment		
		Authorise own bulk payment		
		Authorise own domestic future dated/BACS payment		
		Authorise own transfer		
		Authorise sterling CHAPS payment		
		Authorise bulk IAT		
		Authorise own bulk IAT		
		Authorise urgent international payment		
		Cancel import file		
		Check bulk list		
		Check bulk list – IAT		
		Check template		
		Clear authorisation import file		
		Import BL templates		
		Import templates		
		Import payments		
		Maintain 'other' international payment		
		Maintain (other's) transfer		
		Maintain bulk list		
		Maintain bulk payment		
		Maintain domestic standard payment		

Key & auth all payments (cont'd)

Administration	Account information	Payments	Account servicing*	Others*
		Maintain sterling CHAPS payment		
		Maintain bulk IAT		
		Maintain bulk list – IAT		
		Maintain template		
		Maintain urgent international payment		
		Make future dated payments		
		Manage standing order/ Direct Debit		
		Suspend & reinstate bulk list		
		Suspend & reinstate bulk list – IAT		
		Suspend & reinstate template		
		View bulk list		
		View payment summary		
		View payments		
		View templates		

Key all FTs

Role name	Description
Key all FTs	FTs are financial transfers. They are only available to financial institutions. If your business is not a financial institution, you won't need FTs.

Administration	Account information	Payments	Account servicing	Others
None	None	Add CHAPS financial transfer	None	None
		Add CHAPS financial transfer from template		
		Add international financial transfer		
		Add international financial transfer from template		
		Add template for CHAPS financial transfer		
		Add template for international financial transfer		
		Import templates		
		Import payments		
		Maintain CHAPS financial transfer		
		Maintain international financial transfer		
		Maintain template		
		Make future dated payments		
		View payment summary		
		View payments		
		View templates		

Key all payments

Role name	Description
Key all payments	This allows users to key and edit all payment types including Faster Payments, International and CHAPS payments (excluding payments from confidential bulk lists). They can also view these payments and use the file import function. Users can also create and maintain bulk lists (excluding confidential bulk lists) and templates. Note: They can't approve payments or see account balances, transactions or statements.

Administration	Account information	Payments	Account servicing	Others
None	None	Add 'other' international payment	None	None
		Add 'other' international payment from template		
		Add bulk list		
		Add domestic payment from bulk list		
		Add domestic standard payment		
		Add domestic standard payment from template		
		Add IAT from bulk list		
		Add sterling CHAPS payment		
		Add sterling CHAPS payment from template		
		Add template for standard payment		
		Add transfer (between customer's own accounts)		
		Add bulk list - IAT		
		Add template for 'other' international payment		
		Add template for sterling CHAPS payment		
		Add template for transfer		
		Add template for urgent international payment		
		Add urgent international payment		
		Add urgent international payment from template		
		Import BL templates		
		Import templates		

Key all payments (cont'd)

Administration	Account information	Payments	Account servicing*	Others*
		Import payments		
		Maintain 'other' international payment		
		Maintain (other's) transfer		
		Maintain bulk list		
		Maintain bulk payment		
		Maintain domestic standard payment		
		Maintain sterling CHAPS payment		
		Maintain bulk IAT		
		Maintain bulk list – IAT		
		Maintain template		
		Maintain urgent international payment		
		Make future dated payments		
		View bulk list		
		View payment summary		
		View payments		
		View templates		

Key std payments

Role name	Description
Key std payments	This allows users to key and edit all Faster Payments and transfers between your accounts (IATs) (excluding from confidential bulk lists). They can also view these payments and use the file import function. Users can also create and maintain bulk lists (excluding confidential bulk lists) and templates for Faster Payments and transfers (IATs). Note: These users can't approve payments or see account balances, transactions or statements.

Administration	Account information	Payments	Account servicing*	Others*
None	None	Add bulk list	None	None
		Add domestic payment from bulk list		
		Add domestic standard payment		
		Add domestic standard payment from template		
		Add IAT from bulk list		
		Add template for standard payment		
		Add transfer (between customer's own accounts)		
		Add bulk list – IAT		
		Add template for transfer		
		Import BL templates		
		Import templates		
		Import payments		
		Maintain (other's) transfer		
		Maintain bulk list		
		Maintain bulk payment		
		Maintain domestic standard payment		
		Maintain bulk IAT		
		Maintain bulk list – IAT		
		Maintain template		
		Make future dated payments		
		View bulk list		
		View payment summary		
		View payments		
		View templates		

Key & auth all FTs

Role name	Description
Key & auth all FTs	FTs are financial transfers. They are only available to financial institutions. If your business is not a financial institution, you won't need FTs.

Administration	Account information	Payments	Account servicing*	Others*
None	None	Add CHAPS financial transfer	None	None
		Add CHAPS financial transfer from template		
		Add international financial transfer		
		Add international financial transfer from template		
		Add template for CHAPS financial transfer		
		Add template for international financial transfer		
		Authorise CHAPS financial transfer		
		Authorise international financial transfer		
		Cancel import file		
		Check template		
		Clear authorisation import file		
		Import templates		
		Import payments		
		Maintain CHAPS financial transfer		
		Maintain international financial transfer		
		Maintain template		
		Make future dated payments		
		Suspend & reinstate template		
		View payment summary		
		View payments		
		View templates		

Key & auth FD & IAT

Role name	Description
Key & auth FD & IAT (FD = Future dated payments IAT = transfers between accounts)	This allows users to view, key, approve and maintain future-dated Faster Payments and transfers between your own accounts (IATs), (excluding payments from confidential bulk lists). They can also use the file import function. Users can also create and maintain bulk lists (excluding confidential bulk lists) and templates for Faster Payments and transfers. They can 'check' (2nd approve) bulk lists and templates if dual control for these is switched on. They can approve future dated Faster Payments & IATs keyed by themselves and someone else. Note: They can't approve standard domestic immediate or next day, international or CHAPS payments. They can't see account balances, transactions or statements.

Administration	Account information	Payments	Account servicing	Others
None	None	Add bulk list	None	None
		Add domestic payment from bulk list		
		Add domestic standard payment		
		Add domestic standard payment from template		
		Add IAT from bulk list		
		Add template for standard payment		
		Add transfer (between customer's own accounts)		
		Add bulk list – IAT		
		Add template for transfer		
		Authorise (other's) transfer		
		Authorise bulk payment		
		Authorise domestic future dated/BACS payment		
		Authorise own bulk payment		
		Authorise own domestic future dated/BACS payment		
		Authorise own transfer		
		Authorise bulk IAT		
		Authorise own bulk IAT		
		Cancel import file		
		Check bulk list		
		Check bulk list – IAT		
		Check template		
		Clear authorisation import file		

Key & auth FD & IAT (cont'd)

Administration	Account information	Payments	Account servicing*	Others*
		Import BL templates		
		Import templates		
		Import payments		
		Maintain (other's) transfer		
		Maintain bulk list		
		Maintain bulk payment		
		Maintain domestic standard payment		
		Maintain bulk IAT		
		Maintain bulk list – IAT		
		Maintain template		
		Make future dated payments		
		Manage standing order/ Direct Debit		
		Suspend & reinstate bulk list		
		Suspend & reinstate bulk list – IAT		
		Suspend & reinstate template		
		View bulk list		
		View payment summary		
		View payments		
		View templates		

Manage alerts

Role name	Description
Manage alerts	This allows users to nominate themselves or another user to receive email alerts for different Bankline events such as payments made, expired or rejected payments, changes made to bulk lists and templates. Users can also set an amount threshold for payments to meet before these alerts are sent. Note: The manage alerts role doesn't mean the user will get alerts. They would need to nominate themselves as the user to receive alerts.

Administration	Account information	Payments	Account servicing	Others
Manage alerts	None	None	None	None

Manage users

Role name	Description
Manage users	This allows the user to add, remove and edit all Bankline users' information and access. This includes the level of access users have, including themselves. They can also order activation codes, smartcards, smartcard readers and PINs. Note: This gives users no access to payments, account balances, transactions or statements.

Administration	Account information	Payments	Account servicing*	Others*
Manage users	None	None	None	None

Payment releaser

Role name	Description
Payment releaser	This is only needed if you have enabled the hold and release functionality in payment preferences. You will need at least one user to be able to release payments if you have customised your service so that some or all payments are 'held' after authorisation. It allows the user to release keyed and imported files of payments. The user can also see all payments. Note: They can't key or approve payments or see account balances, transactions or statements.

Administration	Account information	Payments	Account servicing	Others
None	None	Release import file	None	None
		Release payment		
		View payments		

Superuser

Role name	Description
Superuser	This gives the user access to most administration privileges, except setting profile payment limits and preferences. It also includes some audit, account information and all account servicing privileges Note: Doesn't give any access to making or approving payments.

Administration	Account information	Payments	Account servicing*	Others*
Export privileges report	Manage account information prefs	None	Order stationery	View audit records
Manage accounts	Request voucher		Stop cheques	
Manage customer account sets	View balances*		View stationery requests	
Manage preferences	View transactions*		View stop cheque requests	
Manage roles				
Manage users				
View billing notifications				
View customer summary				
View privileges report				

Note: * The account servicing privileges are automatically included with the 'View balances' or 'View transactions' privileges. This means when you check users access or role in Bankline, you will not see the account servicing privileges listed or ticked

Superuser FD & IAT (Future dated payments & transfers between accounts)

Role name	Description
Superuser FD & IAT (FD = Future dated payments IAT = transfers between accounts)	These users can key and maintain (edit) Faster Payments and transfers between your own accounts (IATs). They can use the file import function (excluding confidential and ad hoc bulk). They'll also be able to view these types of payments. Users can approve their own, and other users' single and bulk future-dated Faster Payments and transfers, including those that have been imported. They can create and edit bulk lists (excluding confidential bulk lists) and templates for Faster Payments and transfers (IATs). They can 'check' (2nd approve) bulk lists and templates if dual control for these is switched on. This also includes some privileges from administration, which mean they can add and remove users and accounts. They can also set and remove security settings. They also have privileges from audit, account information and account servicing. Users can view and cancel direct debits and standing orders. Note: It doesn't include any privileges for immediate and next day Faster Payments, or international and CHAPS payments.

Administration	Account information	Payments	Account servicing*	Others*
Export privileges report	Manage account information prefs	Add bulk list	Order stationery	View audit records
Manage accounts	Request voucher	Add domestic payment from bulk list	Stop cheques	
Manage customer account sets	View balances*	Add domestic standard payment	View stationery requests	
Manage preferences	View transactions*	Add domestic standard payment from template	View stop cheque requests	
Manage roles		Add IAT from bulk list		
Manage users		Add template for standard payment		
Set payment limits		Add transfer (between customer's own accounts)		
Set payment preferences		Add bulk list – IAT		
View billing notifications		Add template for transfer		
View customer summary		Authorise (other's) transfer		
View privileges report		Authorise bulk payment		
		Authorise domestic future dated/BACS payment		
		Authorise own bulk payment		
		Authorise own domestic future dated/BACS payment		
		Authorise own transfer		
		Authorise bulk IAT		
		Authorise own bulk IAT		
		Cancel import file		
		Check bulk list		
		Check bulk list – IAT		

Superuser FD & IAT (Future dated payments & transfers between accounts) (cont'd)

Administration	Account information	Payments	Account servicing*	Others*
		Check template		
		Clear authorisation import file		
		Import BL templates		
		Import templates		
		Import payments		
		Maintain (other's) transfer		
		Maintain bulk list		
		Maintain bulk payment		
		Maintain domestic standard payment		
		Maintain bulk IAT		
		Maintain bulk list – IAT		
		Maintain template		
		Make future dated payments		
		Manage standing order\Direct Debit		
		Suspend & reinstate bulk list		
		Suspend & reinstate bulk list – IAT		
		Suspend & reinstate template		
		View bulk list		
		View payment summary		
		View payments		
		View templates		

Note: * The account servicing privileges are automatically included with the 'view balances' or 'view transactions' privileges. This means when you check users access or role in Bankline, you will not see the account servicing privileges listed or ticked

Superuser payments

Role name	Description
Superuser payments	These users can key, approve and edit all payment types (excluding transfers between own accounts from a template), view all payments, and use the file import function. They can approve all payment types that have been made by someone else, but can only approve their own single or bulk future-dated Faster Payments and transfers between your own accounts (IATs). This includes imported payments. They can create and edit bulk lists (excluding confidential bulk lists) and templates. They can 'check' (2nd approve) bulk lists and templates if dual control for these is switched on. Users can also view and cancel direct debits and standing orders. This also includes some privileges from administration, which mean they can add and remove users and accounts. They can also set and remove security settings. They also have privileges from audit, account information and account servicing. Note: The user can't authorise their own same day, next day standard domestic payments, or their own CHAPS and International payments.

Administration	Account information	Payments	Account servicing*	Others*
Export privileges report	Manage account information prefs	Add 'other' international payment	Order stationery	View audit records
Manage accounts	Request voucher	Add 'other' international payment from template	Stop cheques	
Manage customer account sets	View balances*	Add bulk list	View stationery requests	
Manage preferences	View transactions*	Add confidential bulk list	View stop cheque requests	
Manage roles		Add domestic payment from bulk list		
Manage users		Add domestic payment from confidential bulk list		
Set payment limits		Add domestic standard payment		
Set payment preferences		Add domestic standard payment from template		
View billing notifications		Add IAT from bulk list		
View customer summary		Add IAT from confidential bulk list		
View privileges report		Add sterling CHAPS payment		
		Add sterling CHAPS payment from template		
		Add template for standard payment		
		Add transfer (between customer's own accounts)		
		Add bulk list – IAT		
		Add confidential bulk list – IAT		
		Add template for 'other' international payment		
		Add template for sterling CHAPS payment		

Superuser payments (cont'd)

Administration	Account information	Payments	Account servicing*	Others*
		Add template for transfer		
		Add template for urgent international payment		
		Add urgent international payment		
		Add urgent international payment from template		
		Authorise 'other' international payment		
		Authorise (other's) transfer		
		Authorise bulk payment		
		Authorise confidential bulk payment		
		Authorise confidential immediate bulk payment		
		Authorise confidential next day bulk payment		
		Authorise domestic future dated/BACS payment		
		Authorise domestic immediate payment		
		Authorise domestic next day payment		
		Authorise immediate bulk payment		
		Authorise next day bulk payment		
		Authorise own bulk payment		
		Authorise own confidential bulk payment		
		Authorise own domestic future dated/BACS payment		
		Authorise own transfer		
		Authorise sterling CHAPS payment		
		Authorise bulk IAT		
		Authorise confidential bulk IAT		
		Authorise own bulk IAT		
		Authorise own confidential bulk IAT		

Superuser payments (cont'd)

Administration	Account information	Payments	Account servicing*	Others*
		Authorise urgent international payment		
		Cancel import file		
		Check bulk list		
		Check bulk list – IAT		
		Check confidential bulk list		
		Check confidential bulk list – IAT		
		Check template		
		Clear authorisation import file		
		Import BL templates		
		Import templates		
		Import payments		
		Maintain 'other' international payment		
		Maintain (other's) transfer		
		Maintain bulk list		
		Maintain bulk payment		
		Maintain confidential bulk list		
		Maintain domestic standard payment		
		Maintain sterling CHAPS payment		
		Maintain bulk IAT		
		Maintain bulk list – IAT		
		Maintain confidential bulk IAT		
		Maintain confidential bulk list – IAT		
		Maintain confidential bulk payment		
		Maintain template		
		Maintain urgent international payment		
		Make future dated payments		
		Manage standing order\Direct Debit		
		Suspend & reinstate bulk list		

Superuser payments (cont'd)

Administration	Account information	Payments	Account servicing*	Others*
		Suspend & reinstate bulk list – IAT		
		Suspend & reinstate confidential bulk list		
		Suspend & reinstate confidential bulk list – IAT		
		Suspend & reinstate template		
		View bulk list		
		View confidential bulk list		
		View confidential bulk payment		
		View payment summary		
		View payments		
		View templates		

Note: * The account servicing privileges are automatically included with the 'view balances' or 'view transactions' privileges. This means when you check users access or role in Bankline, you will not see the account servicing privileges listed or ticked

View available funds

Role name	Description
View available funds	This privilege is only applicable to new Bankline. It allows the user to see the actual available funds. It takes into account all cleared funds and any overdraft facility, minus any pending payments out (not including next day or future-dated payments keyed onto Bankline). It excludes any uncleared pending monies in. Note: No access to payments or account transactions and statements.

Administration	Account information	Payments	Account servicing	Others*
None	None	None	None	View available funds

Note: * Others includes privileges from audit, new Bankline functions, PayIt TM, remote cheque deposit, third party provider consents and third party provider payments. Your organisation may not be registered for all of these services and therefore you may not see these as options in manage roles.