



NatWest

# Bankline support guides

## Using Bankline with Open Banking Third Party Provider (TPP) Services

### In this guide

- Introduction to the TPP consent process
- Understanding Bankline roles
- For Bankline administrators – setting up users for Open Banking TPP Services
- Sharing account data with a TPP
- Managing account information consents
- Making a payment using a TPP
- Importing files of payments from a TPP

Remember these tips to help keep your business safe when using Bankline.



We will **never** ask you your full PIN and password online, only three random digits from each are needed to log in.



We will **never** ask you for any details from your PIN and password, or any smartcard codes over the telephone.

# 1. Introduction to the TPP consent process

## In this section

- Learn about Open Banking TPP Services and how the consent process works

Third Party Providers (TPPs) can provide a range of services, from showing all your balances in one place through to making payments.

To use a TPP you'll need to have the right privileges assigned to you. You'll then need to give your permission for each TPP you want to use in order to access your account information. This is called providing your consent.

There are three steps to providing consent:

### 1 Requesting consent

As a Bankline user, if you've been assigned the privileges to use Open Banking TPP Services, you'll need to give your permission to the TPP to approach NatWest. You'll do this on the TPP's website.

### 2 Authentication

You will be redirected to the NatWest website or mobile application so we can authenticate the request. You'll need to confirm your identity by using your Bankline login details.

### 3 Confirmation

Once we've verified your identity, you'll need to review exactly what information the TPP needs to be able to provide its service. You can then confirm NatWest to fulfil the request.

### Make sure you know who you're dealing with

TPPs must be authorised by the **Financial Conduct Authority (FCA)** and they must appear on the FCA register before they can offer their services. You don't have to use TPPs at all, but if you do, it's very important to read their terms and conditions to understand exactly what they'll be accessing and how they'll use that information.

As with all online payments, be cautious. Make sure you know who you're dealing with and check that the site is secure and trustworthy. If in doubt, you can report fraud here: [natwest.com/banklinesecurity](https://natwest.com/banklinesecurity).

## 2. Understanding Bankline roles

A Bankline role is a set of privileges that controls which functions a user can access. Roles are also specific to your business.

- **Customer roles** are created by users with the **Manage roles** privilege, normally a Bankline administrator.
- **Master roles** are created by us for your business's Bankline administrators to give access to users. A **Master role** can be the basis for a new **Customer role**.



### Remember

To use Open Banking TPP Services you need a role that includes the correct TPP privileges. You also need access to Bankline accounts that have registered for that Open Banking Third Party Provider's Services.

### 3. For Bankline administrators – setting up users for Open Banking TPP Services

#### In this section

- Learn how to set up roles to use Open Banking TPP Services
- Learn how to assign TPP privileges to existing roles
- Learn how to assign TPP privileges to a new role

#### New TPP privileges in Bankline

There are three new Bankline privileges for use with TPPs:

##### 1) Allow Third Party Provider payments

This lets Bankline users make TPP payments. They also need to have the privilege for the payment type in question. This could be:

Immediate Payment (for Immediate Faster payment).

- Add Domestic Standard Payment
- Confirm Own Domestic Immediate Payment

If the payment is between two accounts reported on the same Bankline profile.

- Add Transfer (between customer's own accounts)
- Confirm Own Transfer

##### 2) Create and manage own account information consents

This lets users give their consent to share account information with a TPP. It also means they can view and manage the consents they set up with TPPs.

##### 3) Manage all account information consents

This allows users to manage all account information-sharing consents set up by any user on their Bankline profile.

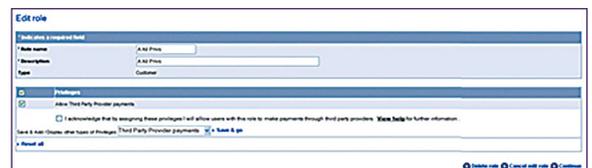
### Assigning TPP privileges to existing roles

- 1 From the Administration menu select **Manage Roles** then choose the role you want to assign the privileges to.



Name	Description	Type
Account Operator	Account Operator	Master
Administrator	Administrator	Master
Auditor	Auditor	Master
AuthAllFin	Authorise all Financial Transfers	Master
AuthAllDomestic	Authorised All Payments	Master
AuthFutureDated	Authorise Future Dated & iNT Payments only	Master
Balance Operator	Balance Operator	Master
Key & Auth All Payments	Key	Master
Key All Financial Transfers	Key All Financial Transfers	Master
Key All Payments	Key All Payments	Master
Key Domestic Payments and iNTs	Key Domestic Payments and iNTs	Master
Key & Authorise all Financial Transfers	Key & Authorise all Financial Transfers	Master
Key & Auth Future dated Payments & iNTs only	Key & Authorise Future dated Payments & iNTs only	Master
Payment privilege	Payment privilege	Master
Superuser	Superuser	Master
Superuser with all Future dated payments & iNT Functionality	Superuser with all Future dated payments & iNT Functionality	Master
Superuser with Payments	Superuser with Payments	Master

- 2 This opens the **Edit role** page.



You can use the drop-down menu to display privileges by category.

The new TPP privilege categories are **Third Party Provider consents** and **Third Party Provider payments**.

3 You'll see a message and an unticked **checkbox**. You'll need to acknowledge that you understand the consequences of assigning privileges in this category. If you're not sure, select **View help** to see our FAQs on what these privileges allow a user to do.

4 Once you've selected the appropriate privileges, read and understood the message and ticked the checkbox, select **Save and go** to save changes and go to the next step.

5 The **Continue** button will take you to the **Assign accounts** page. At this stage, you'll choose the accounts that this role will work with.

**i** If you don't tick the checkbox, you'll see the error message "Please select checkbox to acknowledge the information message". You'll need to select the new privileges again and tick the box before continuing.

When using Open Banking TPP Services, a user can only give consent or make payments from accounts contained in the role(s) that have the relevant TPP privileges.

Assign accounts

Please select the accounts that you wish to assign to this role. You may only change 100 accounts at a time.

Role details						
Role name		Account Administrator				
Description		Assign access to accounts for a specific role				
Type		Customer				
Display: 5 Accounts per page Go						
<input type="checkbox"/>	Account ID	Sort Code/Bank alias	Account number	Account name	Account alias	CCY
<input type="checkbox"/>	83-15-26 00230596	831526	00230596	PATON WLTD-PENSON	PATON WLTD-PENSON	GBP
<input type="checkbox"/>	83-06-08 10034093	830608	10034093	BUCC EST LTD-OPHS H	BUCC EST LTD-OPHS H	GBP
<input type="checkbox"/>	83-06-08 10523700	830608	10523700	BUCCLEUOHMOHAM HG	BUCCLEUOHMOHAM HG	GBP
<input type="checkbox"/>	83-06-08 00110267	830608	00110267	BUCCLEUOHEST SERVIC	BUCCLEUOHEST SERVIC	GBP
<input type="checkbox"/>	83-02-13 10001033	830213	10001033			EUR

Actions can only be performed one page at a time  
Please complete all actions on this page before selecting the next page  
1 2 3 Next

## **Remember**

Only users with the **Manage roles** privilege can see the **Manage roles** page.

## Assigning Third Party Provider privileges to a new role

1 From the Administration menu, select **Manage roles** and then **Create role** in the bottom right hand corner of the page.

Manage roles

Name	Description	Type
Account Operator 2	Account Operator	Master
Administrator	Administrator	Master
Auditor	Auditor	Master
Auth All FTs	Authorise all Financial Transfers	Master
Auth All Payments	Authorise All Payments	Master
Auth FTs Only	Authorise Future Dated & iFT Payments only	Master
Balance Operator	Balance Operator	Master
Key All Financial Transfers	Key All Financial Transfers	Master
Key All Payments	Key All Payments	Master
Key Domestc Payments and iFTs	Key Domestic Payments and iFTs	Master
Key & Authorise all Financial Transfers	Key & Authorise all Financial Transfers	Master
Key & Authorise Future dated Payments & iFTs only	Key & Authorise Future dated Payments & iFTs only	Master
Payment Receiver	Payment privilege	Master
Supervisor	Supervisor	Master
Supervisor FTs Only	Supervisor with all Future dated payments & iFT Functionality	Master
Supervisor Payments	Supervisor with Payments	Master

1 2 3 Next  
Create role

2 This will open the **Create role** page.

Create role

Indicative information field

Role name:

Description:

Privileges

Create and manage your Account Information products

Manage all Account Information services

Acknowledge that by accepting these privileges I will allow users with this role to provide consent to share data with third party providers. [View help](#) for further information.

View a full list of roles, view roles of a specific Third Party Provider, or create a new role. [View help](#) for further information.

Next

Apart from adding a **Role name** and **Role description** the steps to follow will be the same as for an existing role.

For information on how to assign these roles to a user please see our 'Getting started: administrator's guide' (section 3.6) available at:

<https://www.business.natwest.com/business/bankline/support-guides.html>

## 4. Sharing your account data with a TPP

### In this section

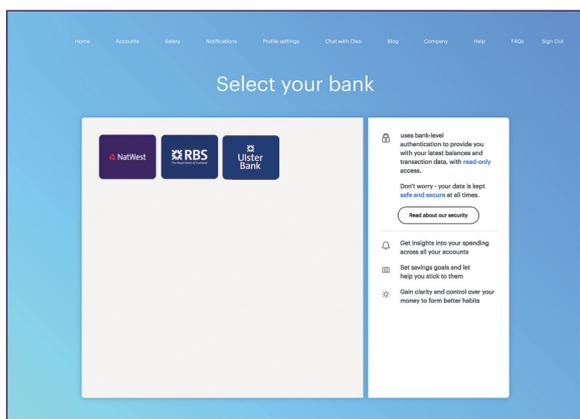
- Learn what's currently supported for sharing
- Learn how to share account data with a TPP
- Learn about the types of account information that you can share

### What's currently supported?

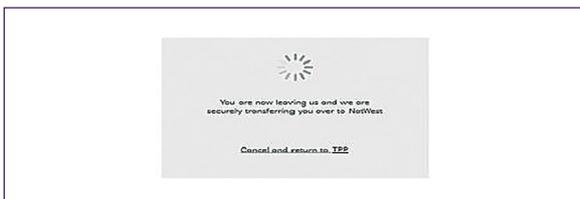
- You can share your payment enabled Domestic Current, Savings and Currency accounts, which are reported on your Bankline profile. Consents can last up to 90 days before they need to be renewed by repeating the process outlined below.
- TPPs may offer payment cards that you can link to one of your payment accounts. If you wish to use one of these payment cards the TPP will ask you to give your consent for them to check you have enough funds in your account before you make a transaction. You can do this using the "Create and manage own account information consents" TPP privilege in Bankline. Any consent that you have confirmed, including funds check requests, can be viewed online.
- Once you've given your consent to a TPP, they can request account data up to eight times a day. You can share historic data. If no dates are mentioned in the consent request then all available historic data will be able to be shared. This is currently up to seven years depending on how long the account has been open for.

### How to share account information and provide consent

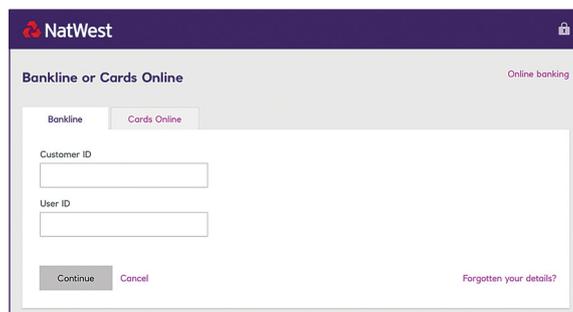
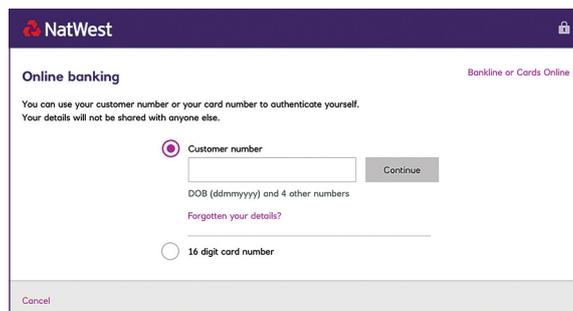
- 1 Decide on the service you need and choose which TPP you want to use. You can share data with more than one TPP using separate consent requests.
- 2 Once you've agreed a service with a TPP, you'll need to give them your consent to share your data with them. Select your bank from the available list.



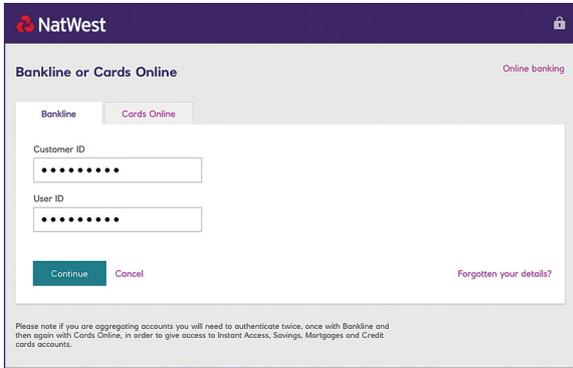
- 3 The TPP will then direct you to a dedicated NatWest website or mobile application (note mobile application will only appear if you have the Bankline mobile app installed on your Android or iOS device).



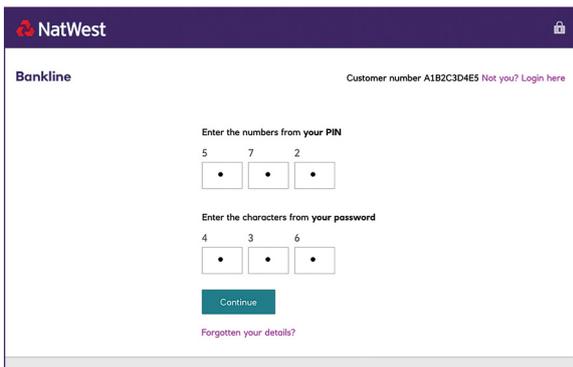
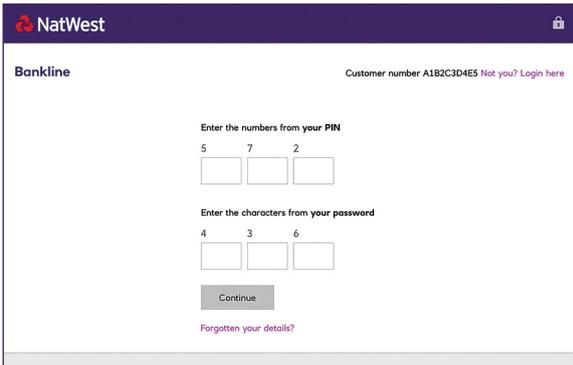
- 4 You'll see the login page for personal Online Banking. Please select the 'Bankline / Cards Online' at the top right of the page, then click on Bankline Tab. If you are setting up your consent on a mobile device and have the Bankline mobile app then you'll be diverted to the app.



**5** You'll need to authenticate yourself using your Bankline login details. Enter your Bankline Customer ID and User ID, example logon shown below. If you are directed to the Bankline mobile app you can choose to use biometric ID (Face or Fingerprint ID).

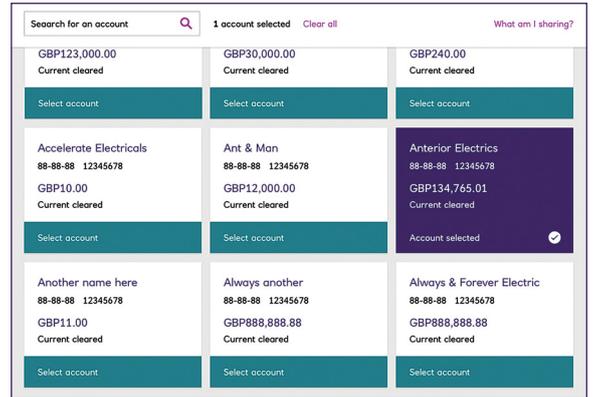


**6** Enter the requested characters from your Bankline PIN and password.

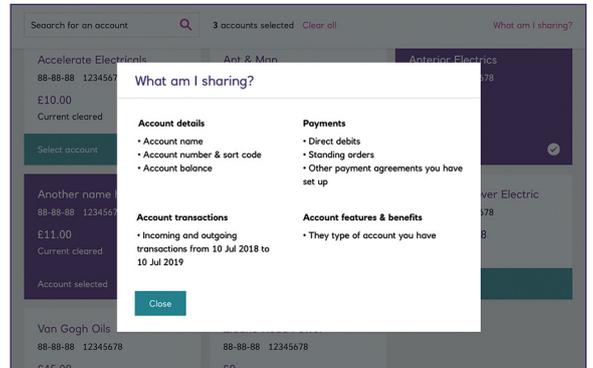


**7** Once authenticated you can either select the required account(s) you want to share from those available in the drop down list or leave blank to see the list of all available accounts which can be shared.

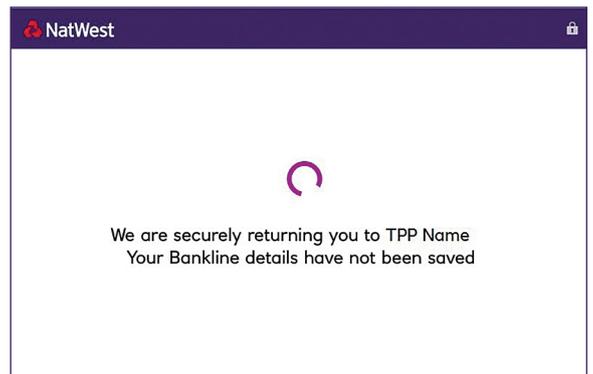
Select each account you want to include. Once you've chosen all the accounts you want to share, select 'Confirm Access' to the selected accounts.



**8** You'll see the details of the access you're agreeing with the TPP. Check the details and confirm they're correct, then select 'Confirm access' for the number of accounts selected.



**9** Once the agreement is successfully set up, you'll be redirected back to the TPP to continue with the service they're offering.



## What account information can be shared

We've set out all of the data that can be shared with a TPP below. However, the agreements you consent to will vary depending on the type of service being provided.

Your account details	
Account basic:	Any other name you use to refer to this account.
Account details:	Your account name, account number and sort code.
Balances:	Your account balance.

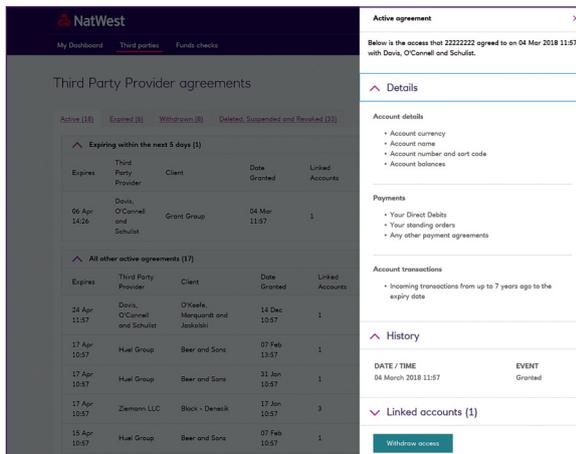
Your regular payments	
Beneficiaries basic:	Payee agreements you've set up.
Beneficiaries details:	Details of payee agreements you've set up.
Standing orders basic:	Your standing orders.
Standing order details:	Details of your standing orders.
Direct Debits:	Your Direct Debits.
Diarised Payments:	Your Diarised Payments.
Confirmation of Funds:	Funds check to confirm availability of funds ahead of a potential payment.

Your account transactions	
Transaction basic credits:	Your incoming transactions.
Transaction detailed credits:	Details of your incoming transactions.
Transaction basic debits:	Your outgoing transactions.
Transaction detailed debits:	Details of your outgoing transactions.

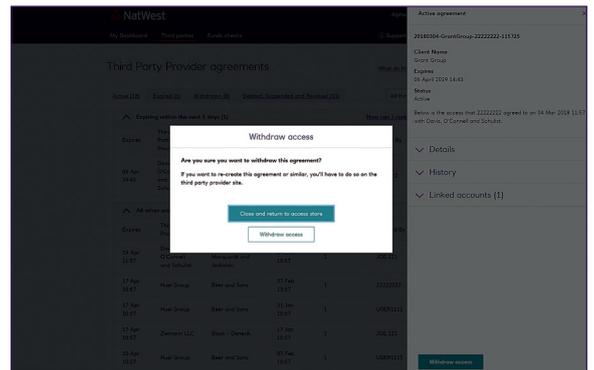
Your account features and benefits	
Products description:	The type of account you have.
	The fees, charges and interest you pay.
	The benefits, services, rewards and interest your account offers.



- 5 Select a consent record to view more details. If you need to, you can withdraw the consent at any time by selecting 'Withdraw access'.



- 6 Once selected, confirm the withdrawal by selecting **Withdraw access** in the pop-up window.



## Remember

Withdrawing consent means we'll no longer send data to the TPP, but it won't remove any data already shared with them.

Any other consents you have with the same TPP will remain active.

## 6. Making a payment using a TPP

### In this section

- Learn which types of payments are currently supported
- Learn about making payments through a TPP

### Currently supported

- You can make Immediate and Future dated Faster Payments, CHAPS, International Payments or transfer money between your registered Bankline sterling accounts.
- Some TPP's will require payments that can be completed entirely by one user and don't need additional confirmation. Others will allow confirmation to be completed later, in Bankline.
- All existing Bankline user permissions and confirmations will apply to payments made through a TPP.

### How to make payments through a TPP and confirm them

We'll use an example of buying equipment from a supplier to show the process. We'll also assume the user has been correctly set up with the required privileges.

- 1 At the end of the purchase choose to pay from your bank account.

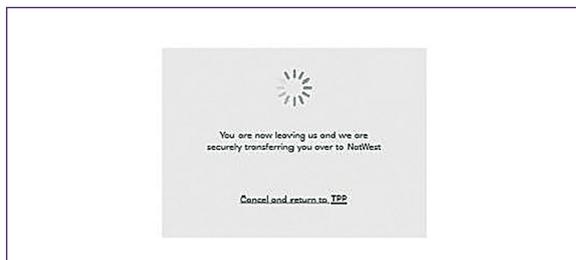
The screenshot shows a checkout page with the following sections:

- Contact and Delivery:** Includes email (louise.louise@tpa.com), delivery address (Louise Louise, 45, LONDON, N1 8XB), and a 'Edit Delivery Information' link.
- Payment:** Shows 'Your Billing Address' (Louise Louise, 45, LONDON, N1 8XB) and three payment options: 'Credit / Debit Card', 'Paypal', and 'Pay with your bank' (which is selected).
- Bank Selection:** A section titled 'Please select your bank below' with logos for NatWest and RBS.
- Your Shopping Cart:** Lists 'Samsung Xpress, M2200, A4 and Legal Mono Laser Printer' for £1,166.40. The order summary shows a subtotal of £1,166.40, VAT of £233.26, and a total of £1,399.68.

- 2 Select NatWest from the available options.

This screenshot is similar to the previous one, but the 'Pay with your bank' option is selected. The 'Please select your bank below' section now shows the NatWest logo selected and the RBS logo unselected.

- 3 The TPP will redirect you to our dedicated site to provide consent and confirm the payment.



- 4 You'll see the login page for personal Online Banking. Please select 'Bankline / Cards Online' at the top right of the page, then click on the Bankline Tab.

The screenshot shows the NatWest 'Online banking' login page. It has a header with the NatWest logo and a lock icon. The main heading is 'Online banking'. Below it, there is a message: "You can use your customer number or your card number to authenticate yourself. Your details will not be shared with anyone else." There are two main options: 'Customer number' (selected) and '16 digit card number'. The 'Customer number' option has a text input field and a 'Continue' button. Below it, there is a 'DOB (ddmmyyyy) and 4 other numbers' field and a 'Forgotten your details?' link. A 'Cancel' button is at the bottom left.

This screenshot shows the 'Bankline or Cards Online' page. The 'Bankline' tab is selected, and the 'Cards Online' tab is unselected. There are two input fields: 'Customer ID' and 'User ID'. Below the 'User ID' field is a 'Continue' button and a 'Cancel' button. A 'Forgotten your details?' link is at the bottom right.

- 5 You'll then need to authenticate yourself using your Bankline login details. Enter your Bankline Customer ID and User ID.

This screenshot is similar to the previous one, but the 'Customer ID' and 'User ID' input fields are now masked with dots. The 'Continue' button is now highlighted in green. The 'Cancel' button and 'Forgotten your details?' link are still present. At the bottom, there is a small note: "Please note if you are aggregating accounts you will need to authenticate twice, once with Bankline and then again with Cards Online, in order to give access to Instant Access, Savings, Mortgages and Credit cards accounts."

**6** Enter the requested characters from your Bankline PIN and password.

**7** Select the debit account from those available in the drop down list.

**Immediate payment example:**

**Future dated payment example:**

- 8 You may have supplied this debit account to the TPP before being passed to the bank. If it's a valid debit account, you'll see it displayed and you won't need to select an account.

Immediate payment example:

**NatWest**

Review payment Balances last updated 14:23 UK Time

<b>From</b> Lenmore Electrics & Logistics 00-11-22 98765432	<b>GBP44,162.67</b> Current cleared
<b>To</b> Acme LTD 78-09-14 93824452	
<b>Payment amount</b>	GBP16,589.00
<b>Payment date</b>	11 April 2019
<b>Payment type</b>	Single Immediate Faster Payment
<b>Payment fee</b>	Same as Bankline tariff <small>What's my tariff?</small>
Your ref: G137 N005 O333 L297	Their ref: L898 O563 N941 G812

You must have sufficient funds available on the day of payment. If you need to cancel a scheduled payment, please note that in some cases you'll need to cancel by 16:00 (UK time) on the working day before it's due to leave your account. To cancel a scheduled payment, log onto your Bankline profile and check the payment's status. If it's still showing as 'Future dated' then you will be able to cancel it.

[Schedule payment](#) [Cancel payment](#)

Future dated payment example:

**NatWest**

Review payment Balances last updated 14:23 UK Time

<b>From</b> Lenmore Electrics & Logistics 00-11-22 98765432	<b>GBP44,162.67</b> Current cleared
<b>To</b> Acme LTD 78-09-14 93824452	
<b>Payment amount</b>	GBP16,589.00
<b>Payment date</b>	11 April 2019
<b>Payment type</b>	Future Dated Faster Payment
<b>Payment fee</b>	Same as Bankline tariff <small>What's my tariff?</small>
Your ref: G137 N005 O333 L297	Their ref: L898 O563 N941 G812

You must have sufficient funds available on the day of payment. If you need to cancel a scheduled payment, please note that in some cases you'll need to cancel by 16:00 (UK time) on the working day before it's due to leave your account. To cancel a scheduled payment, log onto your Bankline profile and check the payment's status. If it's still showing as 'Future dated' then you will be able to cancel it.

[Schedule payment](#) [Cancel payment](#)

Check and confirm the payment details are correct from whichever the way the debit account was selected. We'll confirm the payment type and we'll also confirm that the cost will be the same as a payment made through Bankline. When you've checked the details, select 'Schedule payment' to proceed.

- 9 Use your smartcard to confirm the payment. You may be able to choose to Confirm later if the TPP supports that.

Payment must be confirmed now:

**NatWest**

Confirm payment

<b>From</b> Lenmore Electrics & Logistics 00-11-22 98765432	
<b>To</b> Acme LTD 78-09-14 93824452	
<b>Payment amount</b>	GBP16,589.00
<b>Payment date</b>	11 April 2019

Use your Bankline Smartcard and card reader for the final security step. No Smartcard or reader?

1. Enter the following code into your card reader:

0 0 9 8 4 4 8 2 7 5

2. Once validated, please enter the code the card reader displays as a response.

997753

[Confirm payment](#) [Cancel payment](#)

Payment confirmation can happen now or later in Bankline:

**NatWest**

Confirm payment

<b>From</b> Lenmore Electrics & Logistics 00-11-22 98765432	
<b>To</b> Acme LTD 78-09-14 93824452	
<b>Payment amount</b>	GBP16,589.00
<b>Payment date</b>	11 April 2019

Use your Bankline Smartcard and card reader for the final security step. No Smartcard or reader?

1. Enter the following code into your card reader:

0 0 9 8 4 4 8 2 7 5

2. Once validated, please enter the code the card reader displays as a response.

997753

[Confirm payment](#) [Confirm later](#) [Cancel payment](#)

- 10 You will be redirected back to the supplier.

**NatWest**

We are securely returning you to TPP Name  
Your Bankline details have not been saved

## 7. Making Payments by importing files using a TPP

### In this section

- Learn how you can import files to make a number of Payments.
- Learn what file formats can be imported.

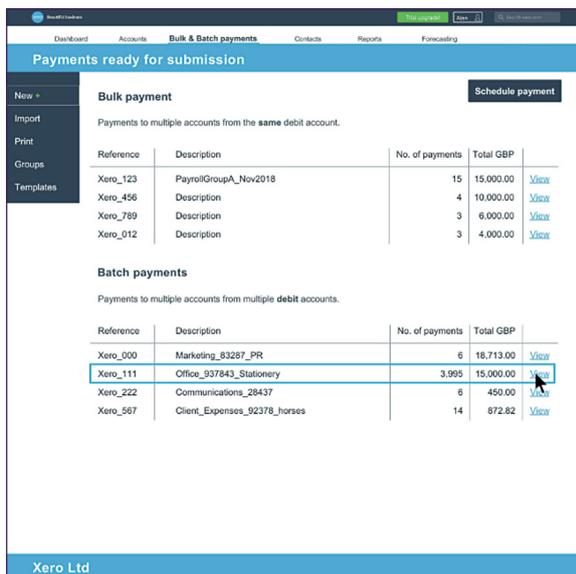
### Currently supported via Open Banking TPP Services

- You can use a TPP to submit a file of payments that will be processed, provided you have the correct Open Banking privileges in place.
- The file has the correct content to be processed otherwise it will be rejected.
- You can import a file via a TPP, provided that the file is formatted as one of the following:
  - ‘Bankline CSV’
  - ‘XML’
  - ‘SWIFT MT101’
  - ‘SWIFT MT103’
  - ‘BACSTEL’
- You can make Bulk Faster payments to multiple accounts from the same debit account, this is called a Bulk Payment. All existing Bankline user permissions and authorisations will apply to payments made through a TPP.
- You can make all Faster, CHAPS, International and IAT payments from multiple debit accounts, this is called a Batch Payment. All existing Bankline user permissions and authorisations will apply to payments made through a TPP.

### How to import payments through a TPP

We'll use an example of importing a file to pay for office stationery to show the process. We'll also assume the user has been correctly set up with the required privileges.

- 1 Select the file you want to import via the TPP, ensuring it is in the correct format and has the correct content (example shown below of a TPP screen).



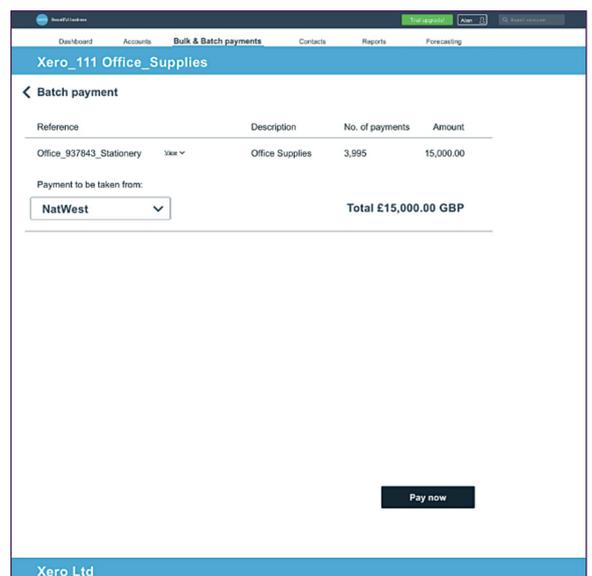
The screenshot shows the 'Payments ready for submission' page in the Xero TPP interface. It features a sidebar with navigation options like 'New', 'Import', 'Print', 'Groups', and 'Templates'. The main content area is divided into two sections: 'Bulk payment' and 'Batch payments'. The 'Bulk payment' section includes a table with columns for Reference, Description, No. of payments, and Total GBP. The 'Batch payments' section also includes a similar table. A 'Schedule payment' button is visible in the top right of the bulk payment section.

Reference	Description	No. of payments	Total GBP
Xero_123	PayrollGroupA_Nov2018	15	15,000.00
Xero_456	Description	4	10,000.00
Xero_789	Description	3	6,000.00
Xero_012	Description	3	4,000.00

Reference	Description	No. of payments	Total GBP
Xero_000	Marketing_83267_PR	6	18,713.00
Xero_111	Office_937843_Stationery	3,995	15,000.00
Xero_222	Communications_28437	6	450.00
Xero_567	Client_Expenses_92378_horses	14	872.82

- 2 Ensure you have selected the correct file to be imported and then select **Pay now** (example shown below of a TPP screen).



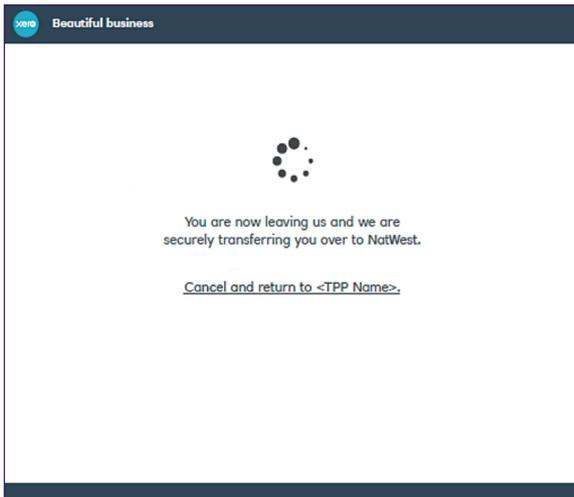
The screenshot shows the 'Batch payment' confirmation screen in the Xero TPP interface. It displays a table with columns for Reference, Description, No. of payments, and Amount. The 'Payment to be taken from' dropdown menu is set to 'NatWest'. A 'Pay now' button is located at the bottom right of the screen.

Reference	Description	No. of payments	Amount
Office_937843_Stationery	Office Supplies	3,995	15,000.00

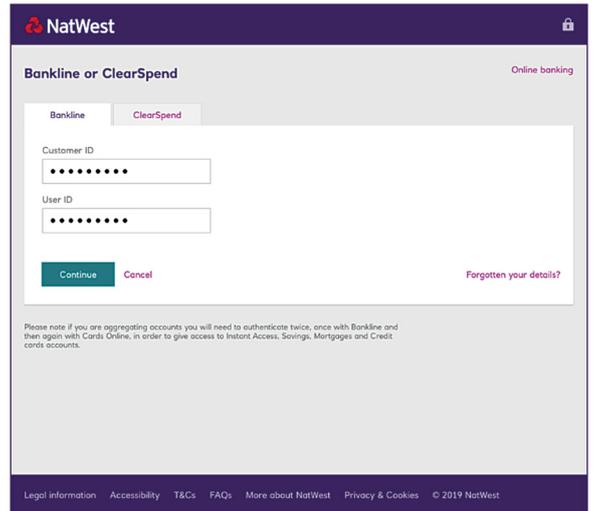
Payment to be taken from: NatWest

Total £15,000.00 GBP

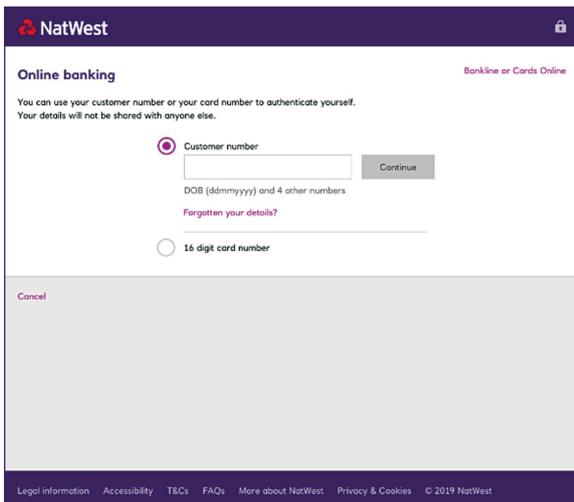
- 3 The TPP will redirect you to our dedicated site to provide consent and authorise the payment.



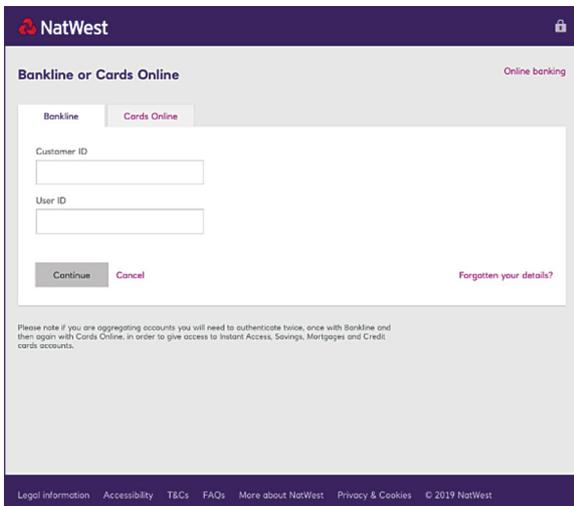
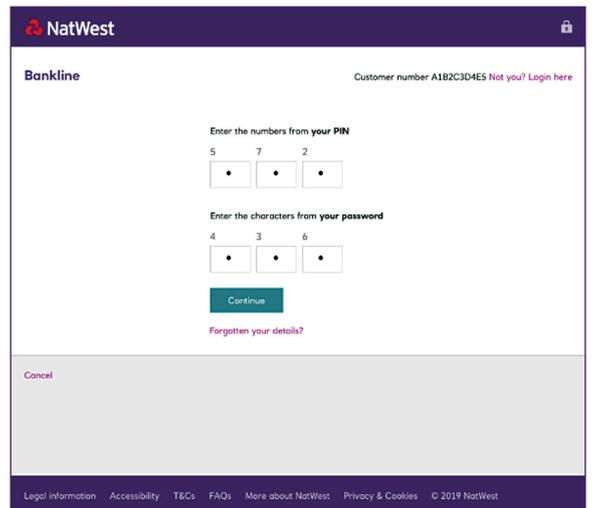
- 5 You'll then need to authenticate yourself using your Bankline login details. Enter your Bankline Customer ID and User ID.



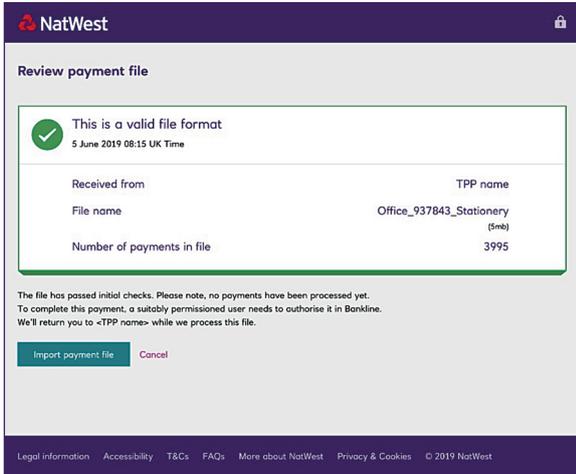
- 4 You'll see the login page for personal Online Banking. Please select **Bankline/ Cards Online** at the top right of the page, then click on the Bankline Tab.



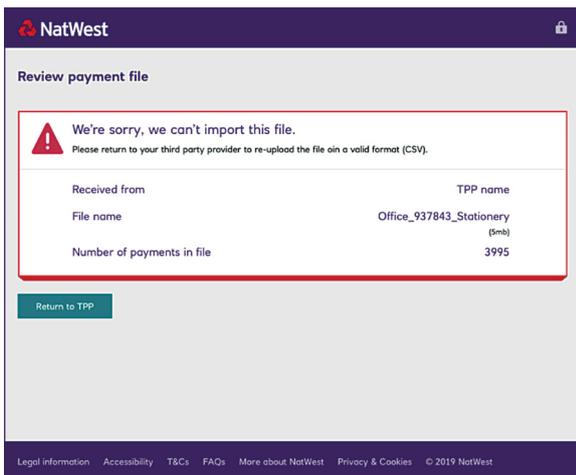
- 6 Enter the requested characters from your Bankline PIN and password.



7 You will be presented with the following screen when the checking of the file has been successful. You can then review the payment file being imported and proceed by selecting **Import payments**.



If the file has errors with content or is in the incorrect file type when checked a screen advising the error will be shown. You then select **Return to TPP**.



8 You will be then redirected back to the TPP.

