NatWest

Bankline support guides:
Release ‘held’ payments

In this guide

You will learn how to:

- Keep track of payments awaiting release on summary screens.
- Release individual payments from the payments details view.
- Release single or multiple payments from a list of payments.
- Release an entire import file of payments or selected payments from an import file.

To set you up as a Payment Releaser your Administrator will need to assign you the ‘Release Payments’ and or ‘Release Import File’ privileges.

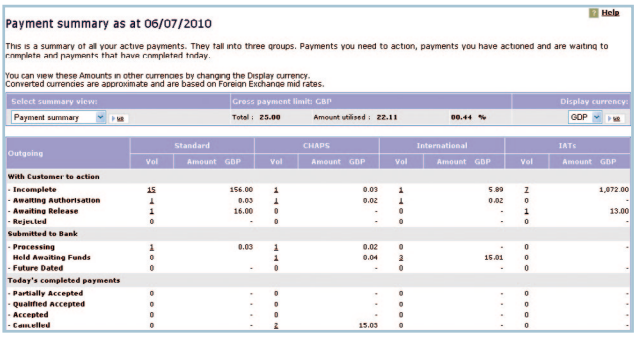
Did you know?

The payment status ‘Awaiting release’ (AR) is used for all payments that have been fully authorised but have been ‘held’ – ready to be released by a designated payments releaser. You can see this status on the payment enquiry results screen.

How to keep track of payments awaiting release using the payment summary screens

You can access convenient payment dashboards by selecting Payment summary from the payments menu. By selecting the appropriate view from the drop-down menu, you can view Payment, Management, and Treasury summary views. From each of these views you will see the ‘With customer to action’ heading, with totals for payments awaiting authorisation and awaiting release.

Any payments not released by the cut-off time for that payment type will not be processed. If you use this facility, you should make it a best practice to check the Bankline Payment Summary screen to make sure that there are no payments still waiting to be released.


Help

Payment summary as at 06/07/2010

This is a summary of all your active payments. They fall into three groups. Payments you need to action, payments you have actioned and are waiting to complete and payments that have completed today.

You can view these Amounts in other currencies by changing the Display currency.
Converted currencies are approximate and are based on Foreign Exchange mid rates.

Select summary view: Payment summary | Gross payment limit: GBP | Total : 25.00 | Amount utilised : 22.11 | 88.44 % | Display currency: GDP

Outgoing	Standard Vol	Standard Amount GDP	CHAPS Vol	CHAPS Amount GDP	International Vol	International Amount GDP	IATs Vol	IATs Amount GDP
With Customer to action								
- Incomplete	15	156.00	1	0.03	1	5.89	7	1,072.00
- Awaiting Authorisation	1	0.03	1	0.02	1	0.02	0	-
- Awaiting Release	1	16.00	0	-	0	-	1	13.00
- Rejected	0	-	0	-	0	-	0	-
Submitted to Bank								
- Processing	1	0.03	1	0.02	0	-	0	-
Held Awaiting Funds	0		1	0.04	3	15.01	0	
- Future Dated	0	-	0	-	0	-	0	-
Today's completed payments								
- Partially Accepted	0	-	0	-	0	-	0	-
- Qualified Accepted	0	-	0	-	0	-	0	-
- Accepted	0	-	0	-	0	-	0	-
- Cancelled	0	-	2	15.03	0	-	0	-

Remember!

Depending on the settings chosen by your Administrator, you may need to authorise release with your smartcard and reader. If you’re releasing a currency payment for today, the rate will be booked at this point.

How to release payments from the 'Payments waiting for release' screen

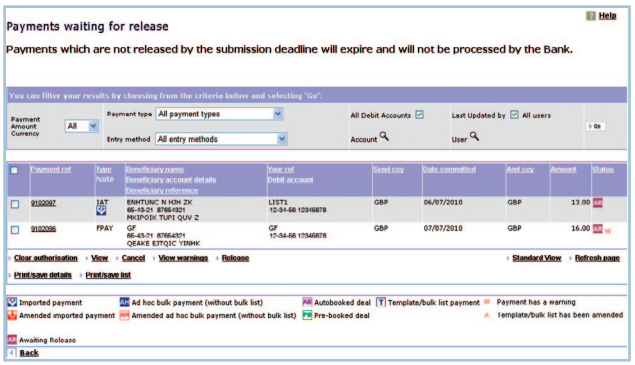
1 From the Payments menu, select Release Payments.

This lists the payments that you are able to release. These are shown with an 'Awaiting release' status.

You have a number of options to help you manage release of payments:

- Filter payments – select from the drop down menus and click Go, one or more filters can be set
- Print/save details – create a PDF that contains the full details of each payment you have selected with a tick
- Print/save list – create a PDF of the payments you have ticked containing all the key information in a list format, each printed page will include around 20 payments
- Click on the Payment ref to see details of a particular payment
- Select Standard/Expanded view – expanded view provides you with more information about the payments, including the debit account, and still in a convenient list layout
- View – allows you to walk through a detailed screen view of payments you have ticked
- Clear authorisation – only visible to users with the payment authorisation privilege
- Cancel – if you have the right privilege and decide the selected payments should not be sent.

2 When you're satisfied, check the box next to the payment(s) you want to release.



3 Click Release.

Payments lists – other ways to find and release payments awaiting release

You can access payment lists in a number of ways:

Payment Searches

Payment Releasers with the 'View payments' privilege can search for payments that are awaiting release using the usual search payment feature.

1. Select payments 'Awaiting release' from the drop-down menu when searching on Payment Status.

The 'Payments enquiry results' will then return the payments that are in an 'Awaiting release' status.

Imported Payments Screens

'Payment Releasers' who can access the 'Import File Summary' for a file awaiting release, can:

- Release the entire import file if all payments in the file have 'Awaiting release' status
- See totals of payments awaiting release in a file by each payment type (Standard, CHAPS, International, IAT). These are in the 'With customer to action' section
- Click on the 'Awaiting release' volume hyperlinks to review the payments in the file and select one or more to be released.

Payment Summary Screens

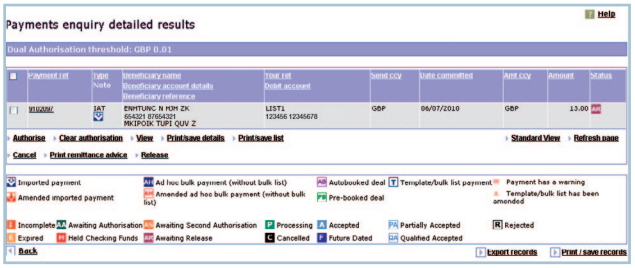
'Payment Releasers' who can access payment summary screens will see a new line under the 'With customer to action' section. This is the number of payments that are 'Awaiting release' and is visible on the Payment Summary, Treasury Summary and Management Summary views.

The information is displayed by each payment type (Standard, CHAPS, International, IAT).

1. Click on the link total to access the Payment Enquiries Results screen.

2. You will see a list of the payments of that type which are awaiting release.

Standard view:



From here you can access a similar set of options to those which were available on the 'Payments waiting for release' screen including:

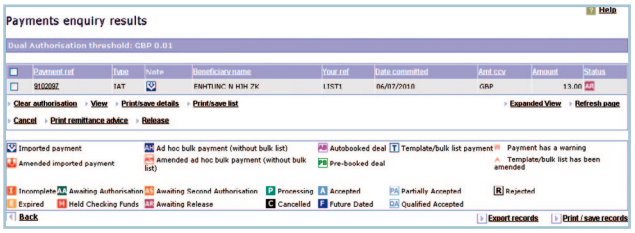
- Print/save details & Print/save list – which create PDFs of the selected payments
- View or click through on payment reference – to see the details of payment(s)
- Cancel or clear authorisation – depending on your privileges.

To release payments

3. Check the box next to the payment(s) you want to release.

4. Click Release.

Expanded view:



This will bring up the confirmation screen

5. Check the details again and click confirm.

How to release payments from the Payment details

You can get to a detailed view of a payment in a number of ways including:

- Click on a payment reference hyperlink
- Tick one or more payments in a list and select 'View'.

When you are viewing the details of a payment awaiting release:

Click on Release payment

You may need to authorise this with your smartcard and reader.

If you have the correct authorisation privileges, you will also have the option to clear the authorisation from the payment.

How to release payments from the import file summary screens

When a payment file is imported and authorised:

- Payments that are to be held will automatically be moved to the 'Awaiting release' status
- Payments that do not need to be held will be processed automatically.

To access the import file summary

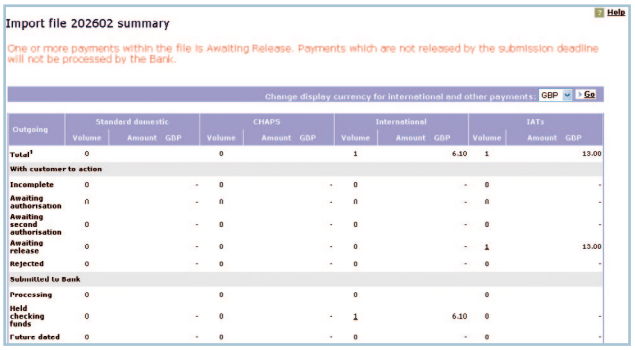
1. Select Payments.
2. Select Import Payments.
3. Click on the import file reference.
   The number of payments 'Awaiting release' is shown under the 'With customer to action' section.

From here you can:

- 'Release file' – if all the payments in the file are awaiting release and you have the 'Release import file' privilege
- 'Clear authorisation' if you are a payment authoriser with appropriate rights
- 'Cancel file'.

You can also:

- Click on the link to access the list of payments awaiting release and release one or more payments.



Help

Import file 202602 summary

One or more payments within the file is Awaiting Release. Payments which are not released by the submission deadline will not be processed by the Bank.

Change display currency for international and other payments: GBP Go

Outgoing	Standard domestic		CHAPS		International		IATs	
	Volume	Amount GBP	Volume	Amount GBP	Volume	Amount GBP	Volume	Amount GBP
Total[1]	0		0		1	6.10	1	13.00
With customer to action								
Incomplete	0	-	0	-	0	-	0	-
Awaiting authorisation	0	-	0	-	0	-	0	-
Awaiting second authorisation	0	-	0	-	0	-	0	-
Awaiting release	0	-	0	-	0	-	1	13.00
Rejected	0	-	0	-	0	-	0	-
Submitted to Bank								
Processing	0		0		0		0	
Held checking funds	0	-	0	-	1	6.10	0	-
Future dated	0	-	0	-	0	-	0	-