



Bankline Guide

SEPA Direct Debit Origination



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Bankline SEPA Direct Debit Origination Guide

1. Initial setup by the Bank

On receipt by the Bank of your SEPA Direct Debit Origination application form, collection agreement and subsequent completion of set up, you will be advised of your Creditor ID (CID).

2. Processing Timelines for SEPA Direct Debit Origination (DDO)

All debits must be received by Ulster Bank, as the originating bank, by 2PM on D-1.

If an Originator submits the Direct Debit Collection request with a requested collection date of an Irish Bank Holiday the originator does not receive funds as this is a Bank Holiday on Ulster Bank systems. The Originator receives the credit on the next business day.

If an Originator submits the Direct Debit Collection request with a requested collection date of a Scheme Bank Holiday e.g. 01st May, settlement date shift will be applied and the collection will be processed on the next business day.

3. Managing the SEPA Direct Debit Origination Service

To begin using SEPA Direct Debit Origination Service you must first assign Direct Debit Origination roles to users, by either using the Master Roles already setup (section 3.1) or creating customer roles of your own and assign Creditor IDs to those specific users (section 3.2).

Please follow the steps in this guide to ensure correct set up of the system.

These steps must be completed by a System Administrator.

Note: We recommend if you are already using dual administration that you also ensure the new SEPA Direct Debit Origination administration privileges, Manage User Creditor IDs and Manage SEPA DDO Origination preferences are also set. See Appendix A for details of setting dual administration.

3.1. Assign SEPA Direct Debit Origination Roles to Users

Step 1 – Select the user

Once registered for SEPA DDO, a Bankline Administrator can assign master roles or other roles to other users. A collection of privileges makes up a role. The SEPA Bankline administrator will have been assigned the Superuser DDO role as part of the customer set up by the Bankline registration team.

To create a role:

1. Click on the Administration link on the left hand menu.
2. Click on Manage Users.
3. Click on the underlined link for the specific user to give SEPA Direct Debit Origination roles to show the Edit user screen.
4. At the bottom of the page select Edit roles/smartcard.
5. Check the tick box next to the role you want to assign to that user. Removing a tick will remove that role.

6. Select Continue.
7. Select Confirm changes on the Edit user confirmation screen.

You will then need to assign SEPA Direct Debit Creditor IDs to specific users.

Note: The System Administrator must give themselves the SEPA DDO administration roles before they can complete any SEPA DDO administration for other users.

- Select **Administration** from the left hand menu
- Select **Manage Users**, the following screen is displayed listing all users in your company

Ulster Bank Bankline

Logged in as: USER3 UBR28USER3 or UBR28 You last logged in on: 16th December 2008 at 12:50

Broadcast:
You have received new urgent message(s). Select **Read Urgent Messages** to view these.
NB: The current page and any data selected/input will not be affected when viewing the message.

Manage Users ? Help

Display 10 Users per page Go

User ID	Forename	Surname	Status	Last log on date	Last log on time
<u>UBR28USER1</u>	USER1	UBR28USER1	Activation Code requested	n/a	n/a
<u>UBR28USER2</u>	USER2	UBR28USER2	Activation Code requested	n/a	n/a
<u>UBR28USER3</u>	USER3	UBR28USER3	Active	16/12/2008	14:15:32
<u>UBR28USER4</u>	USER4	UBR28USER4	Active	05/12/2008	11:57:52
<u>UBR28USER5</u>	USER5	UBR28USER5	Active	09/12/2008	09:49:47
<u>ubr28user6</u>	ubr28	user6	Active	27/10/2008	10:34:05
<u>UBRnolimit</u>	Test	NoLimit	Active	26/06/2008	11:26:16

Export all Users View all Users Create User Request Smartcard reader Search

- Identify the specific user to give SEPA DDO Origination roles to, click on the underlined hyperlink

Step 2 – Assign the role to the user

- The Edit user screen is displayed

Edit User

[? Help](#)

* Indicates a required field

User details	
User ID	UBR28USER3
Status	Active
User name	
Title	<input type="text"/>
* Forename	USER3
* Surname	UBR28USER3
Email address	
* Email address	<input type="text"/>
* Confirm email address	<input type="text"/>
Login details	
User ID	UBR28USER3
Postal address	
	Use Customer address
* First line	ULSTER BANK IRELAND LTD
* Second line	BUSINESS BANKING DIRECT
Third line	GEORGE'S QUAY
Fourth line	DUBLIN
* Country	Republic of Ireland
Contact numbers	
Telephone	<input type="text"/>
Mobile	<input type="text"/>
Fax	<input type="text"/>
Attributes - confidentiality	
<input type="checkbox"/> User can access confidential accounts	
Payment limits	
Payment authorisation limit	<input checked="" type="checkbox"/> EUR 100.00

[Edit roles / smartcard](#) [Order new Activation Code](#)

[Back](#)

[Continue](#)

- Scroll to bottom of page and select **Edit roles/smartcard**

- The following screen is displayed

Ulster Bank Bankline

Logged in as: USER3 UBR28USER3 of UBR28 You last logged in on: 16th December 2008 at 12:50

Broadcast:
You have received new urgent message(s). Select **Read Urgent Messages** to view these.
NB. The current page and any data selected/input will not be affected when viewing the message.

Edit User's roles [Help](#)

Please select the Roles that you wish to assign to this User. You may only change 25 Roles at a time.

User details

User name

Title

Forename **USER3**

Surname **UBR28USER3**

Smartcard information

Order status **In progress (23/04/2009)**

Smartcard number **1546558758908856**

Smartcard status **Active**

Display **5** Roles per page [Go](#)

<input type="checkbox"/>	Role Name	Role Type
<input type="checkbox"/>	1 Superuser MT	Master Role
<input type="checkbox"/>	1 Superuser SD	Master Role
<input checked="" type="checkbox"/>	2 Admin MT	Master Role
<input checked="" type="checkbox"/>	2 Admin SD	Master Role
<input checked="" type="checkbox"/>	3 Download SD	Master Role

[Reset tick boxes](#) [Order replacement Smartcard](#) [Order new Smartcard Reader](#)

! Actions can only be performed one page at a time.
Please complete all actions on this page before selecting the next page.

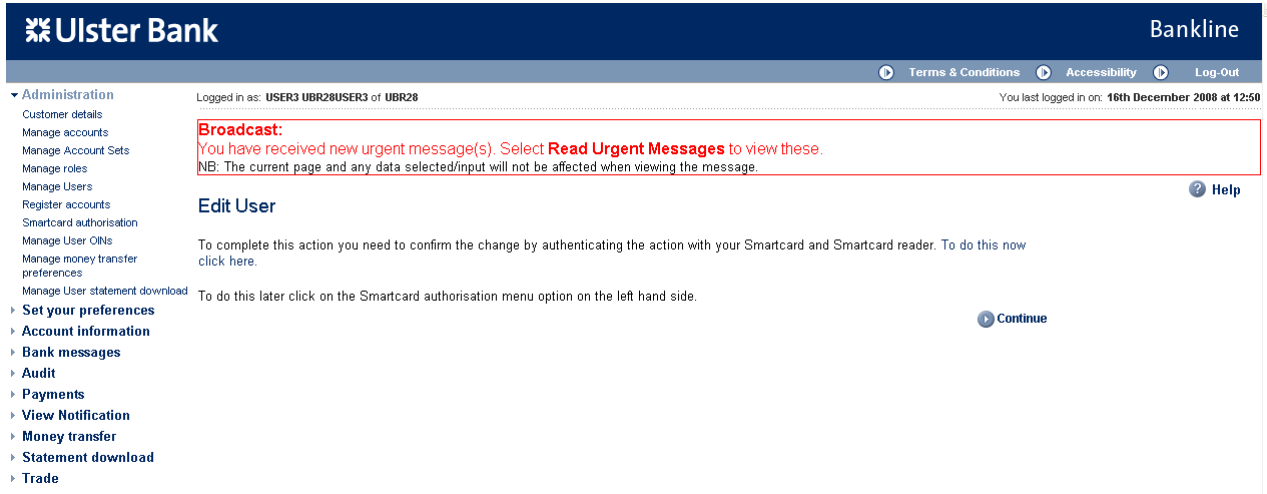
[Back](#) [Continue](#)

- Master roles have already been setup for SEPA Direct Debit Origination for ease of use, these are:-
 - Superuser SEPA DDO** – allows full SEPA DD Origination admin functionality, submit, authorise, remove, download and file enquiry permissions for assigned Creditor IDs
 - Admin SEPA DDO** – allows full SEPA DD Origination admin functionality
 - Submitter SEPA DDO** - allows file submit, remove, download and file enquiry permissions for assigned Creditor IDs
 - Authoriser SEPA DDO** - allows file authorise, remove, download and file enquiry permissions for assigned Creditor IDs
 - Submit & Auth SEPA DDO** – allows file submit, authorise, remove, download and file enquiry permissions for assigned Creditor IDs
- Select the required roles by clicking in the box to add or remove a tick, by adding a tick to the box the role will be assigned, removing a tick will remove that role
- Select **Continue** when role selection is complete, then select **Confirm changes** on the Edit user confirmation screen

Note: When you assign the role to a user, that user will be able to perform that role for all Creditor IDs allocated to that user.

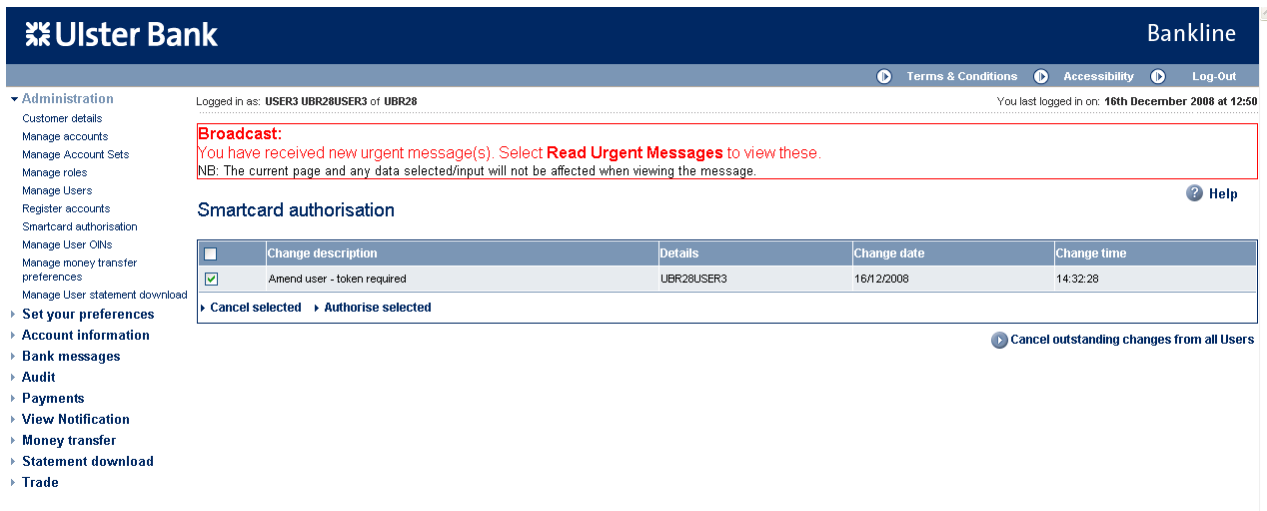
Bankline SEPA DD Origination Guide

- If you have added a role which requires smartcard authorisation (identified by a padlock displayed beside the role name) then the screen below will be displayed. If you added a role which does not require smartcard authorisation the Manage Users screen will be displayed and the change is available to the user, proceed to section 3.2.



The screenshot shows the 'Edit User' screen in the Ulster Bank Bankline system. The user is logged in as USER3 UBR28USER3 of UBR28. A broadcast message is displayed at the top, stating: 'Broadcast: You have received new urgent message(s). Select Read Urgent Messages to view these. NB: The current page and any data selected/input will not be affected when viewing the message.' The 'Edit User' section is active, showing a confirmation message: 'To complete this action you need to confirm the change by authenticating the action with your Smartcard and Smartcard reader. To do this now click here.' A 'Continue' button is visible at the bottom right. The left sidebar contains a navigation menu with options like Administration, Customer details, Manage accounts, Manage Account Sets, Manage roles, Manage Users, Register accounts, Smartcard authorisation, Manage User OINs, Manage money transfer preferences, Manage User statement download, Set your preferences, Account information, Bank messages, Audit, Payments, View Notification, Money transfer, Statement download, and Trade.

- Click on **To do this now click here**
- The smartcard authorisation screen is displayed



The screenshot shows the 'Smartcard authorisation' screen in the Ulster Bank Bankline system. The user is logged in as USER3 UBR28USER3 of UBR28. A broadcast message is displayed at the top, stating: 'Broadcast: You have received new urgent message(s). Select Read Urgent Messages to view these. NB: The current page and any data selected/input will not be affected when viewing the message.' The 'Smartcard authorisation' section is active, showing a table with columns: Change description, Details, Change date, and Change time. The table contains one row: 'Amend user - token required' with details 'UBR28USER3', change date '16/12/2008', and change time '14:32:28'. Below the table, there are buttons for 'Cancel selected' and 'Authorise selected'. A 'Cancel outstanding changes from all Users' button is also visible at the bottom right. The left sidebar contains a navigation menu with options like Administration, Customer details, Manage accounts, Manage Account Sets, Manage roles, Manage Users, Register accounts, Smartcard authorisation, Manage User OINs, Manage money transfer preferences, Manage User statement download, Set your preferences, Account information, Bank messages, Audit, Payments, View Notification, Money transfer, Statement download, and Trade.

- Select your change by ticking the relevant box on screen then click **Authorise selected**

Bankline SEPA DD Origination Guide

- The smartcard authorisation screen is displayed for entering response code

Ulster Bank Bankline

Logged in as: USER3 UBR28USER3 of UBR28 You last logged in on: 16th December 2008 at 12:50

Broadcast:
You have received new urgent message(s). Select **Read Urgent Messages** to view these.
NB: The current page and any data selected/input will not be affected when viewing the message.

Smartcard authorisation

To complete this action you need to authorise the change with your Smartcard and reader.

Please enter the following challenge code into your Smartcard reader:
123456789

Once validated, please enter your signature response code here before pressing Go:

Go

[Cancel](#)

- You are required to authorise your action using your smartcard and reader.
- To do this insert your smartcard into your reader, chip facing forward.
- Switch the reader on and press **sign**
- Enter the challenge code into the smartcard reader, press **ok**
- Enter your 4 digit PIN, press **ok**
- You will be presented with a signature response code that should be entered into the blank box on this screen, click **Go**

Ulster Bank Bankline

Logged in as: USER3 UBR28USER3 of UBR28 You last logged in on: 16th December 2008 at 12:50

Broadcast:
You have received new urgent message(s). Select **Read Urgent Messages** to view these.
NB: The current page and any data selected/input will not be affected when viewing the message.

Smartcard authorisation

Selected changes authorised

	Change description	Details	Change date	Change time
<input checked="" type="checkbox"/>	Amend user - token required	UBR28USER3	16/12/2008	14:32:28

[Continue](#)

3.2. Assign Creditor IDs to Users

Now the new SEPA DD Origination roles have been assigned to your users, the next step is to assign Creditor IDs (CIDs)

Step 1 – Select the user

- Select **Administration** from the left hand menu
- Select **Manage User Creditor IDs**, the following screen is displayed listing all users in your company

Ulster Bank Bankline

Terms & Conditions Accessibility Log-Out

Logged in as: You last logged in on: 20th August 2013 at 15:17

Broadcast:
You have received new urgent message(s). Select [Read Urgent Messages](#) to view these.
NB: The current page and any data selected/input will not be affected when viewing the message.

Manage User Creditor IDs [Help](#)

You can assign or remove Creditor IDs by selecting the relevant User ID

Display 10 per page [Go](#)

User ID	Forename	Surname	Status	Last Log-on Date	Last Log-on Time
UBR3RMC	Bob	UBR3RMC	Active	19/08/2013	11:33:02
UBR3USER1	USER1	UBR3USER1	Active	20/04/2013	10:19:55
UBR3USER2	USER2	UBR3USER2	Suspended	22/10/2010	11:20:20
UBR3USER3	USER3	UBR3USER3	Suspended	20/08/2011	10:42:21
UBR3USER4	USER4	UBR3USER4	Suspended	19/08/2011	22:04:53

[Prev](#) 1 2 3

- Identify the specific user to assign CIDs to, click on the underlined hyperlink

Step 2 – Assign/remove Creditor IDs

- The Assign or remove User Creditor IDs (CIDs) screen is displayed

Ulster Bank Bankline

Logged in as: You last logged in on: 20th August 2013 at 15:17

Broadcast:
You have received new urgent message(s). Select [Read Urgent Messages](#) to view these.
NB: The current page and any data selected/input will not be affected when viewing the message.

Assign or remove User Creditor IDs

User details		
User ID	UBRI3RMCM	
Title	Mr	
Forename	Bob	
Surname	UBRI3RMCM	

	Creditor ID	Creditor name
<input type="checkbox"/>	IE67ZZZ300011	UBR PROVING CREDITOR

[Back](#) [Continue](#)

- Select the required CIDs by clicking in the box to add or remove a tick, by adding a tick to the box the CID will be assigned, removing a tick will remove that CID from the User.
- When selection complete click **Continue**.

Step 3 – Confirm changes

- The Confirm CID(s) screen is displayed

Ulster Bank Bankline

Logged in as: You last logged in on: 20th August 2013 at 15:17

Broadcast:
You have received new urgent message(s). Select [Read Urgent Messages](#) to view these.
NB: The current page and any data selected/input will not be affected when viewing the message.

Confirm User Creditor IDs

⚠ You are about to assign the following Creditor ID(s)

User details		
User ID	UBRI3RMCM	
Title	Mr	
Forename	Bob	
Surname	UBRI3RMCM	

Creditor ID	Creditor name
IE67ZZZ300011	UBR PROVING CREDITOR

[Back](#) [Cancel](#) [Confirm](#)

- Click **Confirm** to proceed with the changes
- The Manage User CIDs screen is redisplayed

3.3. Setting Dual file authorisation

The SEPA DD Origination service requires any submitted file to be authorised. If a user has both submit and authorise privileges this can be done by one user in a single step, otherwise it will require 2 users, one who has submit privilege and a 2nd user who had an authorise privilege for that same Creditor ID.

If your company requires a further level of authorisation this is achieved via SEPA DD Origination preferences. If Dual file authorisation is set to “yes” the file must be authorised by 2 users.

By default when you are initially setup with the SEPA DD Origination service, dual file authorisation is set to “No”, if you wish to change this setting at this point or any time in the future the following steps explain how to do this.

Note: We recommend if you are planning on setting Manage SEPA DD Origination preferences to Yes, that you also ensure this privilege is subject to dual administration, see Appendix A.

Step 1 – Check your current settings

- Click on Administration option on the left hand menu
- The Customer details screen is displayed

Ulster Bank Bankline

Logged in as: You last logged in on: 23rd August 2013 at 13:55

Broadcast:
You have received new urgent message(s). Select [Read Urgent Messages](#) to view these.
NB: The current page and any data selected/input will not be affected when viewing the message.

RICUSTOMER3

Customer details

Customer ID	23219	Password expiry	Never	No of Customer accounts	11
Customer address	Business Banking Direct 4th floor Donegall sq east Belfast BT1 5UB United Kingdom	Account identifier	Dual Administration settings	No of Customer Users	25
		Sort code & account number	On	Customer services	Core services SEPA Direct Debit Origination Money Transfer Statement Download

Payment preferences

Payment diary size	60 days	Destination countries	All
Payments from bulk lists	Active	Currency display	EUR
Bulk lists dual controlled	No	Import ad hoc bulk payments	Active
Payments from Templates	Active		
Templates dual controlled	Yes		
Bolt debit account for payments from templates and bulk lists	Yes		
Standard Domestic Payments	Data payment to arrive can be any calendar day		
Import processing ¹	Allow file amendment / partial file		
Import file amendment ¹	Cancel any payments in error and process only valid payments (no amendments allowed)		
SEPA Direct Debit Origination dual controlled	No		
Changes to bulk lists & Templates require Smartcard	Yes		
Payment lists - default view	Expanded		
Hold fully authorised payments	None		
Smartcard authorisation required for releasing held payments	Yes		

¹NB: The Import processing settings do not apply to SEPA Direct Debit Origination files.

Step 2 – Change your current settings

- To change your settings click **Payment preferences**
- The Payment preferences screen is displayed

Bankline SEPA DD Origination Guide

Smartcard authorisation
Manage User OINs
Manage money transfer preferences
Manage User statement download
Manage User Creditor IDs
> **Set your preferences**
> Account information
> Bank messages
> Audit
> Payments
> View Notification
> Money transfer
> Statement download
> SEPA DD Origination
> Trade

Payment preferences

Payment diary size

80 Days

Reschedule payments

☐ Yes - If my payments miss the out off time for the day, then reschedule my payments for the next working day.
☒ No - reject any payments that miss the out off time for the day.

Bank set payments

Payments from bulk lists

☒ Active
☐ Suspended

Bulk lists dual controlled

☒ No
☐ Yes

Payments from Templates

☒ Active
☐ Suspended

Templates dual controlled

☐ No
☒ Yes

Import ad hoc bulk payments

☒ Active
☐ Suspended

Exit debit account for payments from templates and bulk lists

☐ No
☒ Yes

SEPA Direct Debit Origination dual controlled

☒ No
☐ Yes

Changes to bulk lists & Templates require Smartcard

☐ No
☒ Yes

Standard Domestic Payments

☒ Date payment to arrive can be any calendar day
☐ Date payment to arrive can only be a working day

Destination countries

Payments sent to

☒ All countries
or restricted countries

Country search

Currency display

Default currency

EUR

Import processing

☐ All payments cancelled (the whole file is cancelled) if an error is detected
☒ Allow file amendment / partial file

Import file amendment

☒ Cancel any payments in error and process only valid payments (no amendments allowed)
☐ Permit amendment of any field

Payment lists - default view

☐ Standard
☒ Expanded

Hold and release payments

☐ All payments* above EUR 0
Or
☐ IATs above EUR 0
☐ Standard domestic above EUR 0
☐ Bulk Standard domestic above EUR 0
☐ Same Day above EUR 0
☐ International above EUR 0

All payments option cannot be selected in conjunction with other payment types.
☒ Smartcard authorisation required for releasing held payments

Back Confirm

- Change the setting by ticking the relevant option, Yes if 2 authorisers are required, No if only 1 authoriser is required, click **Confirm**

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- The Confirm SEPA DD Origination preferences screen is displayed

Step 3 – Confirm your changes

- Click **Update** to make your changes

Ulster Bank Bankline

Logged in as: You last logged in on: 23rd August 2013 at 13:55

Broadcast:
You have received new urgent message(s). Select [Read Urgent Messages](#) to view these.
NB: The current page and any data selected/input will not be affected when viewing the message.

Payment preferences confirmation

☒ You are about to amend your preferences.

Payment preferences	
Payment diary size	60 Days
Reschedule payments	No - reject any payments that miss the cut off time for the day.
Bank set payments	
Payments from bulk lists	Active
Bulk lists dual controlled	No
Payments from Templates	Active
Templates dual controlled	Yes
Import ad hoc bulk payments	Active
Eft debit account for payments from templates and bulk lists	Yes
SEPA Direct Debit Origination dual controlled	No
Changes to bulk lists & Templates require Smartcard	Yes
Standard payments	
	Date payment to arrive can be any calendar day
Destination countries	
Payments sent to	All
Currency display	
Default currency	EUR
Import processing	
	Allow file amendment / partial file
Import file amendment	
	Cancel any payments in error and process only valid payments (no amendments allowed)
Payment lists - default view	
	Expanded
Hold and release payments	
Hold fully authorised payments	None
Smartcard authorisation required for releasing held payments	Yes

[Back](#) [Cancel changes](#) [Update](#)

- The confirmation screen is displayed.

Ulster Bank Bankline

Logged in as: You last logged in on: 23rd August 2013 at 13:55

Broadcast:
You have received new urgent message(s). Select [Read Urgent Messages](#) to view these.
NB: The current page and any data selected/input will not be affected when viewing the message.

You have amended your preferences

To complete this action you need to confirm the change by authenticating the action with your Smartcard.

To do this later click on the Smartcard authorisation menu option on the left hand side.

[Continue](#)

- The changes made must be authenticated using the Smartcard.

4. Test Files

If you are new to the SEPA Direct Debit Origination service your user number will have been set up in “pending” state. This means that before you can submit a file you must submit a “test” file. This gives both yourselves and the Bank the opportunity to confirm that your file will be processed without any issues before you submit your first “live” file.

Once submitted, a test file will be validated, it does not require authorisation.

You can submit a test file at any time, for example if you have made changes to your own systems generating the file, you may want to confirm that your file will still be accepted.

Follow section 5 on details of how to submit your “test” file.

5. Submitting a file

Please ensure that sections 3.1 and 3.2 have been completed to add necessary roles and Creditor IDs (CIDs) to the user before attempting to submit a file.

Depending on your privilege setup the process of submitting and authorising a file can be completed by:-

- One user:-
 - Dual file authorisation is set to No, all files therefore require to be authorised by only 1 user
 - User 1 has submit and authorise privilege
- Two users:-
 - Dual file authorisation is set to No, all files therefore require to be authorised by only 1 user
 - User 1 has submit privilege
 - User 2 has authorise privilege
- Three users:-
 - **Dual file authorisation is set to Yes, all files therefore require to be authorised by 2 users**
 - **User 1 has submit privilege**
 - **User 2 has authorise privilege**
 - **User 3 has authorise privilege.**

As an example, this guide will take you through the route of requiring 3 users to complete the process of submitting and authorising a file.

Note: Files can be given **any name** but must end in extension **.xml** or **.XML**

Step 1 – Select Submit file menu option

- ☐ Select **SEPA DD Origination** from the left hand menu
- ☐ The SEPA DD Origination screen is displayed

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Administration
Set your preferences
Account information
Bank messages
Audit
Payments
View Notification
Money transfer
SEPA DD Origination
Submit file
Authorise file
Cancel file
File enquiry
Download file
Trade

Logged in as: You last logged in on: 20th August 2013 at 15:17

Broadcast:
You have received new urgent message(s). Select **Read Urgent Messages** to view these.
NB: The current page and any data selected/input will not be affected when viewing the message.

Help

SEPA DD Origination

With SEPA DD Origination you can do the following:

- Submit file
- Authorise file
- Cancel file
- File enquiry
- Download file

- ☐ Click on **Submit file**
- ☐ The Submit file screen is displayed

Ulster Bank Bankline

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Administration
Set your preferences
Account information
Bank messages
Audit
Payments
View Notification
Money transfer
SEPA DD Origination
Submit file
Authorise file
Cancel file
File enquiry
Download file
Trade

Logged in as: You last logged in on: 20th August 2013 at 15:17

Broadcast:
You have received new urgent message(s). Select **Read Urgent Messages** to view these.
NB: The current page and any data selected/input will not be affected when viewing the message.

Help

Submit file

Please wait while your file is uploaded. Once your file has been successfully uploaded it will appear in the File Summary.

Locate file

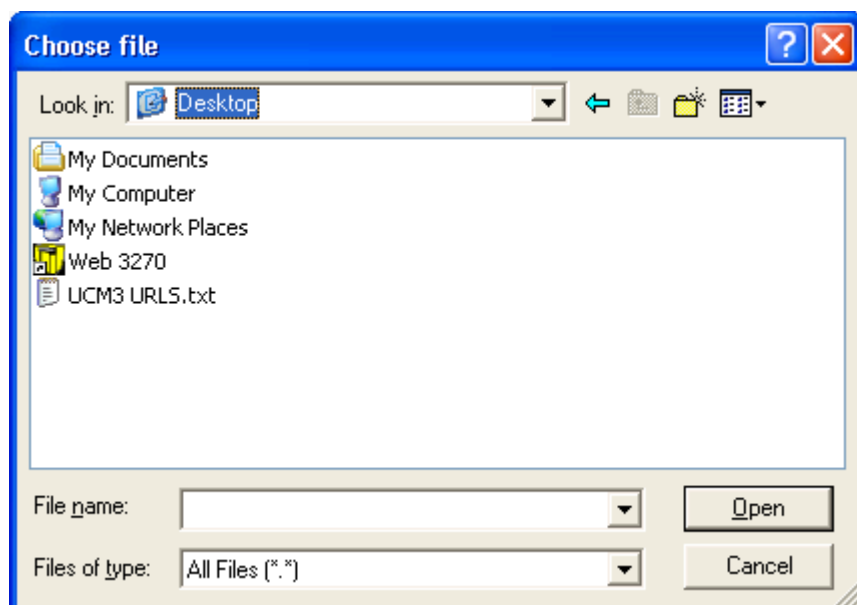
File location and name: Browse...

Submission type: ☒ Live ☐ Test

Back Upload file

Step 2 – Choose the file to be submitted

- ☐ Click **Browse** to find the location of your file



- ☐ Navigate to the location of your file, click on the file then click **Open**

- ☐ The Submit file screen is populated with details of your file

Uster Bank logo Bankline

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Logged in as: You last logged in on: 21st August 2013 at 09:28

Broadcast:
You have received new urgent message(s). Select **Read Urgent Messages** to view these.
NB: The current page and any data selected/input will not be affected when viewing the message.

Submit file

Please wait while your file is uploaded. Once your file has been successfully uploaded it will appear in the File Summary.

Locate file

File location and name: H:\ddo_PAIN.008.001.01.XML [Browse...](#)


Submission type: ☒ Live ☐ Test

[Back](#) [Upload file](#)

- The submission type is defaulted to “Live”, if you wish to submit a “Test” file click the relevant radio button.
- ☐ Click on **Upload file**

Step 3 – Confirm file details

- ☐ The File details for submission screen is displayed detailing the file summary
- ☐ The file is given a Bankline file ID for ease of searching and referencing later, take a note of this for your own records

Bankline

Terms & ConditionsAccessibilityLog-Out

- Administration
- Set your preferences
- Account information
- Bank messages
- Audit
- Payments
- View Notification
- Money transfer
- Statement download
- SEPA DD Origination
 - Submit file
 - Cancel file
 - File enquiry
 - Download file
- Trade

Logged in as:You last logged in on: 21st August 2013 at 16:10

Broadcast:
You have received new urgent message(s). Select **Read Urgent Messages** to view these.
NB: The current page and any data selected/input will not be affected when viewing the message.

Help

File details for submission

File summary	
File location	h:\
File name	ddo_pain.008.001.01.xml
Creditor ID	IE67ZZZ
File ID	UBNCPR142407V1
Number of collections	5
Value	EUR 70.89
Creation date & time	24/07/2011 at 12:25

BackAbandon submissionSubmit file

☐ Click on **Submit file**

- ☐ The smartcard authorisation screen is displayed for entering the response code

Ulster Bank Bankline

Logged in as: You last logged in on: 21st August 2013 at 16:10

Broadcast:
You have received new urgent message(s). Select [Read Urgent Messages](#) to view these.
NB: The current page and any data selected/input will not be affected when viewing the message.

Smartcard authorisation [Help](#)

To complete this action you need to authorise the change with your Smartcard and reader.

Please enter the following challenge code into your Smartcard reader:
024186470

Once validated, please enter your signature response code here before pressing Go:
 [Go](#)

[Cancel](#)

- ☐ You are required to authorise your action using your smartcard and reader.
- ☐ To do this insert your smartcard into your reader, chip facing forward.
- ☐ Switch the reader on and press **sign**
- ☐ Enter the challenge code into the smartcard reader, press **ok**
- ☐ Enter your 4 digit PIN, press **ok**
- ☐ You will be presented with a signature response code that should be entered into the blank box on this screen, click **Go**

Ulster Bank Bankline

Logged in as: You last logged in on: 21st August 2013 at 16:10

Broadcast:
You have received new urgent message(s). Select [Read Urgent Messages](#) to view these.
NB: The current page and any data selected/input will not be affected when viewing the message.

File submitted - Awaiting authorisation [Help](#)

File summary	
Creditor ID	IE67ZZZ
File ID	UBHCPR142407V1
File type	Direct Debit
Number of collections	5
Value	EUR 70.89
Creation date & time	24/07/2011 at 12:25

File history	
File status	Awaiting authorisation
Submitted by	Aidan Kearns
Date & time of submission	22/08/2013 at 08:29

[Back](#) [Print/Save as](#) [Submit another file](#)

- The file summary is updated, file history is now also included showing file status, and details of who submitted the file and the date and time. The file is now awaiting authorisation.

Step 4 – Error Handling

- If a file is submitted that contains syntax errors i.e. errors in the way that the file is constructed, the file will be rejected in Bankline and Errors will be displayed on screen

The screenshot shows the Ulster Bank Bankline interface. On the left is a navigation menu with options like Administration, Set your preferences, Account information, Bank messages, Audit, Payments, View Notification, Money transfer, Statement download, and SEPA DD Origination. The SEPA DD Origination section is expanded, showing options like Submit file, Cancel file, File enquiry, Download file, and Trade. The main content area shows the user is logged in as 'You last logged in on: 16th September 2013 at 15:51'. A red-bordered box contains a 'Broadcast' message: 'You have received new urgent message(s). Select **Read Urgent Messages** to view these. NB: The current page and any data selected/input will not be affected when viewing the message.' Below this is a 'Submit file' section with a red error message: 'File failed validation. Please correct the file and resubmit.' A 'Locate file' section contains a 'File location and name:' field with a 'Browse...' button, a 'Submission type:' section with 'Live' (selected) and 'Test' radio buttons, and a 'File Error:' section displaying the message: 'Not enough elements to match content model : '(((MsgId,CredtTm,BtchBookg,NbOfTxs,CtrlSum,Grpg),InitgPty)' (line 11, column 10)'. At the bottom are 'Back' and 'Upload file' buttons.

For Example the screen shot above shows that the file submitted has failed validation. The error message is as follows:

Not enough elements to match content model :
'(((MsgId,CredtTm,BtchBookg,NbOfTxs,CtrlSum,Grpg),InitgPty)' (line 11, column 10)

This shows that the file was submitted with the InitgPty element missing.

- In order to help Ulster Bank to assist with any trouble shooting or analysis of the errors reported please note the error message that appears on screen or capture a screen shot showing the error message.

6. Authorising a file

In our example we require 2 users to complete the submission and authorisation process to submit a file for processing. These steps through the authorisation process must be completed by User 2. This will be repeated for User 3 if Dual Authorisation is enabled.

Step 1 – Select authorise file menu option

- Select **SEPA DD Origination** from the left hand menu
- The SEPA DD Origination screen is displayed

The screenshot shows the Ulster Bank Bankline interface. The top header is dark blue with the Ulster Bank logo and the word 'Bankline'. Below the header is a navigation bar with links for 'Terms & Conditions', 'Accessibility', and 'Log-Out'. The left sidebar contains a menu with categories: 'Administration', 'Set your preferences', 'Account information', 'Bank messages', 'Audit', 'Payments', 'View Notification', 'Money transfer', 'SEPA DD Origination', 'Download file', and 'Trade'. The 'SEPA DD Origination' category is expanded, showing sub-items: 'Submit file', 'Authorise file', 'Cancel file', 'File enquiry', and 'Download file'. The main content area displays the 'SEPA DD Origination' title and a list of actions: 'Submit file', 'Authorise file', 'Cancel file', 'File enquiry', and 'Download file'. A 'Broadcast' message is visible at the top of the main content area, stating: 'You have received new urgent message(s). Select **Read Urgent Messages** to view these. NB: The current page and any data selected/input will not be affected when viewing the message.' A 'Help' link is also present in the top right corner of the main content area.

- The menu items displayed are based on privileges assigned to the user
- Click on **Authorise file**
- The Authorise file screen is displayed

Step 2 – Select file to be authorised

Ulster Bank Bankline

Logged in as: You last logged in on: 21st August 2013 at 10:46

Broadcast:
You have received new urgent message(s). Select **Read Urgent Messages** to view these.
NB: The current page and any data selected/input will not be affected when viewing the message.

Authorise file [Help](#)

You can authorise a file by selecting the relevant File ID

File ID	File status	Submitted date & time	Submitted by	Value	File type	Creditor ID
GD-UBRp8v2-01-070813-dkE2E-f02	Awaiting authorisation	10/09/2013 16:18	Aidan Kearns	EUR 1.01	Direct Debit	IE67ZZZ3
dk-p8v2-BIGFILE-20130831-01	Awaiting authorisation	31/08/2013 07:58	dermot ubri3DB	EUR 180.00	Direct Debit	IE67ZZZ3
dk-p8v2-BIGFILE-20130831-01-10k	Awaiting authorisation	31/08/2013 07:36	dermot ubri3DB	EUR 100.01	Direct Debit	IE67ZZZ3
UBNCPR142408V3	Awaiting authorisation	26/08/2013 12:03	Aidan Kearns	EUR 70.89	Direct Debit	IE67ZZZ3
UBNCPR142408V1	Awaiting authorisation	22/08/2013 08:52	Aidan Kearns	EUR 70.89	Direct Debit	IE67ZZZ3

[Back](#)

- Files are listed with most recent first
- Select hyperlink of file to be authorised
- The Confirm file authorisation screen is displayed

Ulster Bank Bankline

Logged in as: You last logged in on: 21st August 2013 at 10:46

Broadcast:
You have received new urgent message(s). Select **Read Urgent Messages** to view these.
NB: The current page and any data selected/input will not be affected when viewing the message.

Confirm file authorisation [Help](#)

File summary	
Creditor ID	IE67ZZZ
File ID	dk-p8v2-BIGFILE-20130831-01-10k
File type	Direct Debit
Number of collections	10001
Value	EUR 100.01
Creation date & time	08/08/2013 at 09:20

File history	
File status	Awaiting authorisation
Date & time of submission	31/08/2013 at 07:36
Submitted by	

[Back](#) [Confirm authorisation](#)

- Click on **Confirm authorisation**

- The smartcard authorisation screen is displayed for entering the response code

Ulster Bank Bankline

Logged in as: USER3 UBR28USER3 of UBR28 You last logged in on: 16th December 2008 at 12:50

Broadcast:
You have received new urgent message(s). Select **Read Urgent Messages** to view these.
NB: The current page and any data selected/input will not be affected when viewing the message.

Smartcard authorisation [Help](#)

To complete this action you need to authorise the change with your Smartcard and reader.

Please enter the following challenge code into your Smartcard reader:

123456789

Once validated, please enter your signature response code here before pressing Go:

[Go](#) [Cancel](#)

- You are required to authorise your action using your smartcard and reader.
- To do this insert your smartcard into your reader, chip facing forward.
- Switch the reader on and press **sign**
- Enter the challenge code into the smartcard reader, press **ok**
- Enter your 4 digit PIN, press **ok**
- You will be presented with a signature response code that should be entered into the blank box on this screen, click **Go**

Ulster Bank Bankline

Logged in as: USER3 UBR28USER3 of UBR28 You last logged in on: 21st August 2013 at 10:46

Broadcast:
You have received new urgent message(s). Select **Read Urgent Messages** to view these.
NB: The current page and any data selected/input will not be affected when viewing the message.

Confirm file authorisation [Help](#)

File summary	
Creditor ID	IE67ZZZ
File ID	dk-p8v2-BIGFILE-20130831-01-10k
File type	Direct Debit
Number of collections	10001
Value	EUR 100.01
Creation date & time	08/08/2013 at 09:20

File history	
File status	Awaiting authorisation
Date & time of submission	31/08/2013 at 07:36
Submitted by	

[Back](#) [Confirm authorisation](#)

- The file history has been updated, the file is now awaiting validation.

Note: if you do not have Dual File Authorisation switched on, then the file is now fully authorised.

Step 3 – File now to be 2nd authorised by User 3 (Dual Authorisation is On)

- Repeat steps 1 & 2 for authorising a file to 2nd authorise the file
- When steps 1 & 2 have been completed the file history will show updated status of Authorised and details of the authorisers.
- The file will now be passed to the Bank for processing.
- The status of your file can be checked using the File Enquiry option see Section 8, once your file status has changed to Accepted or Rejected Status, a Collection Processing Report (CPR) will be available for download (from 8am on the morning following file processing).

Note: Authorised files will be at “awaiting validation” status until the file is fully validated. Once the validation has been completed successfully the file will go to “accepted” status. The time required for this processing will vary depending on file size etc.

7. Remove a file

A SEPA DDO file that has been submitted on Bankline can only be removed by the user when it is in either **awaiting authorisation** or **awaiting 2nd authorisation** state.

A fully authorised file cannot be removed – however future dated batches and/or collections within a fully authorised file can be separately removed (see section 9).

In order to recall a file, batch or collection in other statuses the helpdesk must be contacted.

Note: File removal is not subject to Dual File Authorisation

Step 1 – Select remove file menu option

- Select **SEPA DD Origination** from the left hand menu
- The SEPA DD Origination screen is displayed
- The menu items displayed are based on privileges assigned to the user
- Click on **Cancel file**
- The Remove file screen is displayed

Ulster Bank Bankline

Terms & Conditions Accessibility Log-Out

Logged in as: You last logged in on: 21st August 2013 at 16:10

Broadcast:
You have received new urgent message(s). Select **Read Urgent Messages** to view these.
NB: The current page and any data selected/input will not be affected when viewing the message.

Cancel file - file search Help

*Indicates required field

* Creditor ID IE67ZZZ

* File status Awaiting 2nd authorisation

* File submission date(DD/MM/YYYY) From 22/08/2013 To 22/08/2013

Back Search

- Files can be selected for assigned Creditor IDs
- File status can only be “Awaiting authorisation” or “Awaiting 2nd authorisation”

Step 2 – Select file to be removed

Bankline

[Terms & Conditions](#)
[Accessibility](#)
[Log-Out](#)

Administration

 Set your preferences

 Account information

 Bank messages

 Audit

 Payments

 View Notification

 Money transfer

 Statement download

 SEPA DD Origination

 Submit file

 Cancel file

 File enquiry

 Download file

 Trade

Logged in as:

 You last logged in on: 22nd August 2013 at 08:24

Broadcast:
 You have received new urgent message(s). Select [Read Urgent Messages](#) to view these.
 NB: The current page and any data selected/input will not be affected when viewing the message.

[Help](#)

Cancel file search results

You can cancel a file by selecting the relevant File ID

File ID	File status	Submission date & time	Value	File type	Creditor ID
UBNCPR142408V1	Awaiting authorisation	22/08/2013 08:52	EUR 70.89	Direct Debit	IE67ZZZ
UBNCPR142407V1	Awaiting authorisation	22/08/2013 08:29	EUR 70.89	Direct Debit	IE67ZZZ

[Back](#)

- Files are listed with most recent first
- Select hyperlink of file to be removed
- The Confirm file removal screen is displayed

Bankline

[Terms & Conditions](#)
[Accessibility](#)
[Log-Out](#)

Administration

 Set your preferences

 Account information

 Bank messages

 Audit

 Payments

 View Notification

 Money transfer

 Statement download

 SEPA DD Origination

 Submit file

 Cancel file

 File enquiry

 Download file

 Trade

Logged in as:

 You last logged in on: 22nd August 2013 at 08:24

Broadcast:
 You have received new urgent message(s). Select [Read Urgent Messages](#) to view these.
 NB: The current page and any data selected/input will not be affected when viewing the message.

[Help](#)

Confirm file cancellation

Are you sure you want to cancel your file?

File summary	
Creditor ID	IE67ZZZ
File ID	UBNCPR142407V1
File type	Direct Debit
Number of collections	5
Value	EUR 70.89
Creation date & time	24/07/2011 at 12:25

File history	
File status	Awaiting authorisation
Date & time of submission	22/08/2013 at 08:29
Submitted by	Aidan Kearns

[Back](#) [Confirm cancellation](#)

Step 3 – Confirm removal

- Click on **Confirm removal**
- The smartcard authorisation screen is displayed for entering the response code

Ulster Bank Bankline

Logged in as: You last logged in on: 22nd August 2013 at 08:24

Broadcast:
You have received new urgent message(s). Select [Read Urgent Messages](#) to view these.
NB: The current page and any data selected/input will not be affected when viewing the message.

Smartcard authorisation

To complete this action you need to authorise the change with your Smartcard and reader.

Please enter the following challenge code into your Smartcard reader:
291910494

Once validated, please enter your signature response code here before pressing Go:

Go **Cancel**

- You are required to authorise your action using your smartcard and reader.
- To do this, insert your smartcard into your reader, chip facing forward.
- Switch the reader on and press **sign**
- Enter the challenge code into the smartcard reader, press **ok**
- Enter your 4 digit PIN, press **ok**
- You will be presented with a signature response code that should be entered into the blank box on this screen, click **Go**

Ulster Bank Bankline

Logged in as: You last logged in on: 22nd August 2013 at 08:24

Broadcast:
You have received new urgent message(s). Select [Read Urgent Messages](#) to view these.
NB: The current page and any data selected/input will not be affected when viewing the message.

File cancelled

File summary	
Creditor ID	IE67ZZZ
File ID	UBHCPR142407V1
File type	Direct Debit
Number of collections	5
Value	EUR 70.89
Creation date & time	24/07/2011 at 12:25

File history	
File status	Pre authorised cancellation
Date & time of submission	22/08/2013 at 08:29
Submitted by	

Cancel another file

- The file removal request has now been submitted to the Bank, the status is updated to Remove Pending, once the file has been removed the file status will be updated to Removed – this change in status can be confirmed using the File Enquiry option.

Note: The file is not removed until the file status changes to Removed

8. File enquiry

The file enquiry option allows you to enquire upon any SEPA DDO file submitted during the last calendar year. For “accepted” status files you can also view the transactions within the file.

Step 1 – Select File enquiry menu option

- Select **SEPA DD Origination** from the left hand menu
- The SEPA DD Origination screen is displayed

The screenshot shows the Ulster Bank Bankline interface. The top header is dark blue with the Ulster Bank logo and the word 'Bankline'. Below the header is a navigation bar with links for 'Terms & Conditions', 'Accessibility', and 'Log-Out'. The left sidebar contains a menu with categories: Administration, Set your preferences, Account information, Bank messages, Audit, Payments, View Notification, Money transfer, Statement download, SEPA DD Origination (expanded), and Trade. Under 'SEPA DD Origination', the options are 'Submit file', 'Cancel file', 'File enquiry', and 'Download file'. The main content area shows the 'SEPA DD Origination' title and a list of actions: 'Submit file', 'Cancel file', 'File enquiry', and 'Download file'. A red broadcast message is displayed at the top of the main content area, stating: 'Broadcast: You have received new urgent message(s). Select Read Urgent Messages to view these. NB: The current page and any data selected/input will not be affected when viewing the message.' A 'Help' link is visible in the top right corner of the main content area.

- The menu items displayed are based on privileges assigned to the user
- Click on **File enquiry**
- The File enquiry screen is displayed

Option 1 - Search for files submitted after or on the date of 7th May 2016

Option 2 –Search for files submitted before or on the date of 7th May 2016

The screenshot displays the Ulster Bank Bankline interface. At the top, the Ulster Bank logo and 'Bankline' text are visible. A navigation bar includes links for 'Terms & Conditions', 'Accessibility', and 'Log-Out'. A 'Search FAQ's' button is on the left. A sidebar menu lists various services: Administration, Set your preferences, Account information, Bank messages, Audit, Statement download, SEPA DD Origination (highlighted), and Trade. Under SEPA DD Origination, there are links for 'Submit file', 'Authorise file', 'Cancel file', 'File enquiry', and 'Download file'. The main content area is titled 'File enquiry - file search'. It features a 'Broadcast' message at the top, followed by a 'File enquiry' section. This section includes a 'Creditor ID' dropdown menu set to 'IE08ZZZ'. Below this, there are two search options. 'Option 1: Search for files submitted after or on the date 30/10/2014' includes fields for 'File submission date(DDMM/YYYY)' with 'From' and 'To' date pickers set to 15/10/2014, and a 'File status' dropdown menu. 'Option 2: Search for files submitted before or on the date 30/10/2014' includes fields for 'File submission date(DDMM/YYYY)' with 'From' and 'To' date pickers set to 30/10/2014, and 'Authorisation type' and 'File status' dropdown menus. Both options have 'Go' buttons. A 'Back' button is at the bottom left.

30/10/2014 – illustrations purposes only

- Select a Creditor ID and date Range

Step 2 – Enter search criteria

Ulster Bank Bankline

Logged in as: [User Name] You last logged in on: 2nd October 2014 at 14:33

Broadcast:
You have received new urgent message(s). Select **Read Urgent Messages** to view these.
NB: The current page and any data selected/input will not be affected when viewing the message.

File enquiry - file search

* Creditor ID: IE08Z2Z

Option 1: Search for files submitted after or on the date 30/10/2014

* File submission date(DOMM/YYYY) From: 15/10/2014 to: 15/10/2014

* File status: Please select

OR

Option 2: Search for files submitted before or on the date 30/10/2014

* File submission date(DOMM/YYYY) From: 15/10/2014 to: 30/10/2014

* Authorisation type: Please select

* File status: Please select

Accepted
All post-authorisation
All pre-authorisation
Awaiting 2nd authorisation
Awaiting validation
Expired
Pre-authorised cancellation
Rejected

Option 1 Search

Option 2 Search

Back

- Select a file status. All post-authorisation and all pre-authorisation can be selected.
- Pre-authorisation statuses are
 - Awaiting 2nd authorisation
 - Awaiting authorisation
 - Expired
 - Pre-authorised cancellation
- Post-authorisation statuses are
 - Accepted
 - Awaiting validation
 - Cancelled
 - Rejected
- Click on **Search**
- The File enquiry search results screen is displayed

Bankline SEPA DD Origination Guide

Ulster Bank Bankline

Search FAQ's

Logged in as: You last logged in on:

Broadcast:
You have received new urgent message(s). Select [Read Urgent Messages](#) to view these.
NB: The current page and any data selected/input will not be affected when viewing the message.

File enquiry search results [Help](#)

You can view details of a file by selecting the relevant File ID

File ID	File status	Submitted date and time	Value	File type
UBR-2000794- DK-20160226F1	Accepted	26/02/2016 11:23	EUR 6.06	pan.008.001.02

[Back](#)

Navigation:

- Administration
- Set your preferences
- Account information
- Bank messages
- Audit
- Statement download
- SEPA DD Origination
 - Submit file
 - Authorise file
 - Cancel file
 - File enquiry
- Download file
- Trade

- Files are listed with most recent first
- Click on the hyperlink of the required file

For Pre-authorisation files, a file summary is displayed, as shown below:

Ulster Bank Bankline

Logged in as: You last logged in on: 23rd August 2013 at 13:37

Broadcast:
You have received new urgent message(s). Select [Read Urgent Messages](#) to view these.
NB: The current page and any data selected/input will not be affected when viewing the message.

File ID UBNCP142408V1 [Help](#)

File summary	
Creditor ID	IE67ZZZ
File type	Direct Debit
Number of collections	5
Value	EUR 70.89
Creation date & time	24/07/2011 at 12:25

File history	
File status	Awaiting authorisation
Date & time of submission	22/08/2013 at 08:52
Submitted by	

[Back](#)

Navigation:

- Administration
- Set your preferences
- Account information
- Bank messages
- Audit
- Payments
- View Notification
- Money transfer
- Statement download
- SEPA DD Origination
 - Submit file
 - Cancel file
 - File enquiry
- Download file
- Trade

Step 3 – View details of Accepted files

- For a file in accepted status the individual batches in the file are shown

Bankline SEPA DD Origination Guide

Ulster Bank Bankline

Logged in as: [redacted] You last logged in on: 2nd October 2014 at 14:33

Broadcast:
You have received new urgent message(s). Select [Read Urgent Messages](#) to view these.
NB: The current page and any data selected/input will not be affected when viewing the message.

File details for File ID UBR-2000794-DK-20160226F1

Select Batch ID to view details of collections in that batch

File Summary					
File ID	UBR-2000794-DK-20160226F1		Number of batches	2	
Creditor ID	IE08ZZZ		Number of collections	4	
File Status	Accepted		Value	EUR 6.06	

Batch ID	Creditor IBAN	Requested collection date	Number of collections	Value	Batch status
<u>RPF-DK-20160226F1B1</u>	IE78ULSB98	18/03/2016	2	2.03	Future dated
ST-DK-20160226F1B2	IE78ULSB98	21/03/2016	2	4.03	Future dated

[Back](#)

- Click on the underlined Batch ID to see details of that batch.

View Batch Details

The collections within the batch are shown

Ulster Bank Bankline

Logged in as: [redacted] You last logged in on:

Broadcast:
You have received new urgent message(s). Select [Read Urgent Messages](#) to view these.
NB: The current page and any data selected/input will not be affected when viewing the message.

Batch details for Batch ID RPF-DK-20160226F1B1

Select Collection ID to view details of the collection

File Summary					
File ID	UBR-2000794-DK-		Number of batches	2	
Creditor ID	IE08ZZZ		Number of collections	4	
File Status	Accepted		Value	EUR 6.06	

Batch summary					
Batch ID	RPF-DK-20160226F1B1		Number of collections	2	
Creditor IBAN	IE78ULSB98		Value	EUR 2.03	
Requested collection date	18/03/2016				
Batch status	Future dated				

Collection ID	Debtor name	Debtor BIC	Debtor IBAN	Due date	Amount (EUR)	Collection status
<u>RPF-DK-20160226F1-B1T1</u>	Dr MINDLP-JER-LB1	ULSBIE20	IE03ULSB98	18/03/2016	1.01	Due
RPF-DK-20160226F1-B1T2	Dr MINDLP-JER-LB1	ULSBIE20	IE03ULSB98	18/03/2016	1.02	Due

[Back](#) [Cancel batch](#)

- To view a collection in the batch, click on the underlined Collection ID

View Collection Details

Bankline

[Terms & Conditions](#)
[Accessibility](#)
[Log-Out](#)

Search FAQ's

Logged in as:
You last logged in on:

Broadcast:
You have received new urgent message(s). Select [Read Urgent Messages](#) to view these.
NB: The current page and any data selected/input will not be affected when viewing the message.

[Administration](#)
[Set your preferences](#)
[Account information](#)
[Bank messages](#)
[Audit](#)
[Statement download](#)
[SEPA DD Origination](#)
[Submit file](#)
[Authorise file](#)
[Cancel file](#)
[File enquiry](#)
[Download file](#)
[Trade](#)

Collection details for Collection ID RPF-DK-20160226F1-B2T1
[Help](#)

File Summary			
File ID	UBR-2000794-DK-20160226F1	Number of batches	2
Creditor ID	IE08ZZ	Number of collections	4
File Status	Accepted	Value	EUR 6.06

Batch summary			
Batch ID	ST-DK-20160226F1B2	Number of collections	2
Creditor IBAN	IE78ULSB98	Value	EUR 4.03
Requested collection date	21/03/2016		
Batch status	Future dated		

Collection summary			
Collection ID	RPF-DK-20160226F1-B2T1	Debtor name	Dr MHHDL P-UBR-LB1
Amount	EUR 2.01	Debtor BIC	ULSBIE20
Due date	21/03/2016	Debtor IBAN	IE03ULSB98
Collection status	Due	Collection type	RCUR
Mandate ID	IE08ZZ		
Remittance information	RMTMT mchMHHDL P-UBR-LB1 ed2E-IE08-2101-LB1		

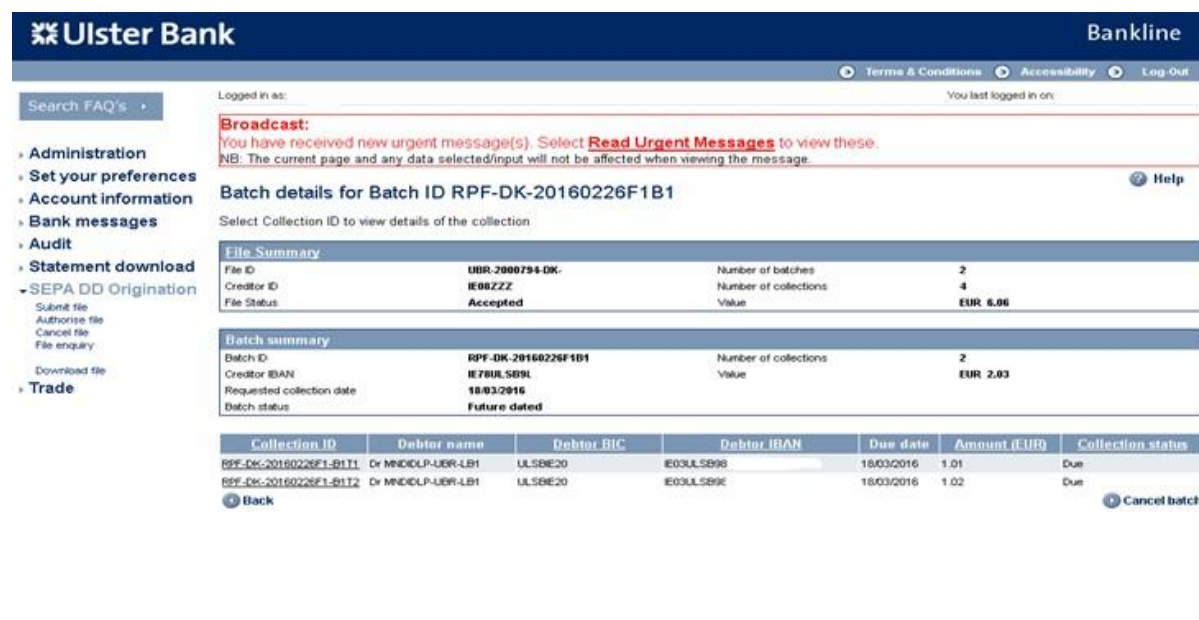
[Back](#)
[Cancel collection](#)

9. Cancelling Batches and Collections

- Batches and Collections can only be cancelled in a fully authorised (Accepted status) file.
- Batches can only be cancelled in Future dated status.
- Collections can only be cancelled if the batch they are in is in Future dated status and the collection is in Due status.

9.1. Cancelling a Batch

Step 1 Perform a file enquiry, as detailed in section 8, and bring up the Batch details screen



Ulster Bank Bankline

Logged in as: You last logged in on:

Broadcast:
You have received new urgent message(s). Select [Read Urgent Messages](#) to view these.
NB: The current page and any data selected/input will not be affected when viewing the message.

Batch details for Batch ID RPF-DK-20160226F1B1

Select Collection ID to view details of the collection

File Summary			
File ID	UBR-2000794-DK-	Number of batches	2
Creditor ID	IE08ZZZ	Number of collections	4
File Status	Accepted	Value	EUR 6.06

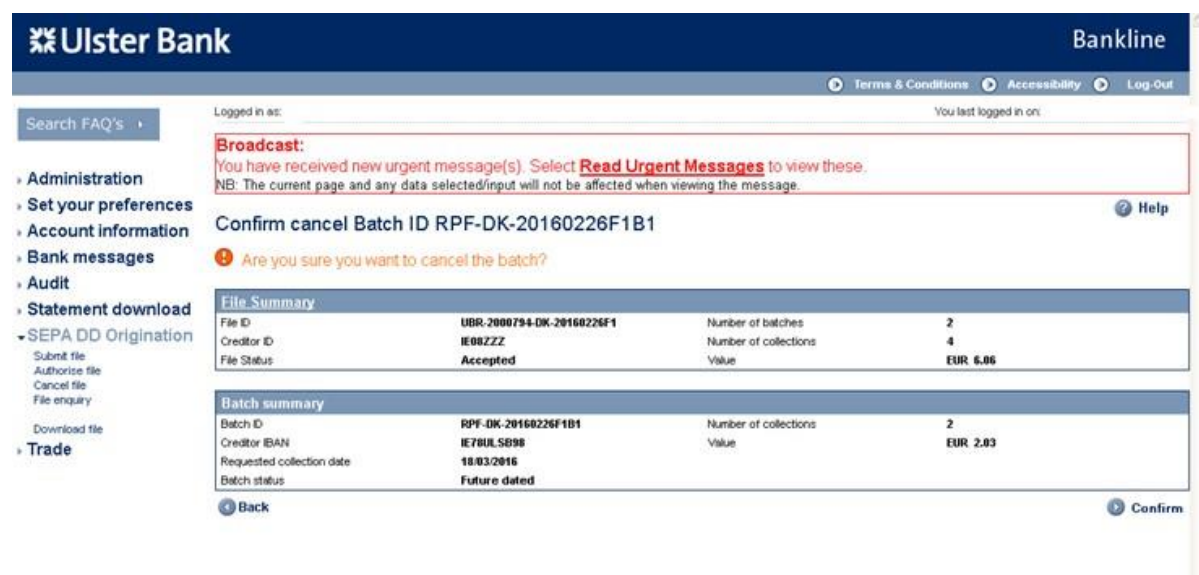
Batch summary			
Batch ID	RPF-DK-20160226F1B1	Number of collections	2
Creditor IBAN	IE70ULSB98	Value	EUR 2.03
Requested collection date	18/03/2016		
Batch status	Future dated		

Collection ID	Debtor name	Debtor BIC	Debtor IBAN	Due date	Amount (EUR)	Collection status
RPF-DK-20160226F1-B1T1	Dr MINDOLP-UBR-LBH	ULSBE20	IE03ULSB98	18/03/2016	1.01	Due
RPF-DK-20160226F1-B1T2	Dr MINDOLP-UBR-LBH	ULSBE20	IE03ULSB98	18/03/2016	1.02	Due

[Back](#) [Cancel batch](#)

- Click on the Cancel batch button

Confirm cancel Batch screen shows



Ulster Bank Bankline

Logged in as: You last logged in on:

Broadcast:
You have received new urgent message(s). Select [Read Urgent Messages](#) to view these.
NB: The current page and any data selected/input will not be affected when viewing the message.

Confirm cancel Batch ID RPF-DK-20160226F1B1

Are you sure you want to cancel the batch?

File Summary			
File ID	UBR-2000794-DK-20160226F1	Number of batches	2
Creditor ID	IE08ZZZ	Number of collections	4
File Status	Accepted	Value	EUR 6.06

Batch summary			
Batch ID	RPF-DK-20160226F1B1	Number of collections	2
Creditor IBAN	IE70ULSB98	Value	EUR 2.03
Requested collection date	18/03/2016		
Batch status	Future dated		

[Back](#) [Confirm](#)

- Click confirm and enter smartcard challenge. Note that Batch cancellation does not require dual administration.
- Batch cancellation requested screen shows. The status of the Batch is now "Cancelled".

Bankline SEPA DD Origination Guide

Ulster Bank Bankline

Logged in as: [User Name] You last logged in on: 2nd October 2014 at 14:33

Broadcast:
You have received new urgent message(s). Select [Read Urgent Messages](#) to view these.
NB: The current page and any data selected/input will not be affected when viewing the message.

Batch cancellation requested for Batch ID RPF-DK-20160226F1B1 [Help](#)

We are processing the cancel request, please check in 10 minutes to find out if cancellation has been successful.

File Summary			
File ID	UBR-2000794-DK-20160226F1	Number of batches	2
Creditor ID	IE08ZZZ1	Number of collections	4
File Status	Accepted	Value	EUR 6.06

Batch summary			
Batch ID	RPF-DK-20160226F1B1	Number of collections	2
Creditor IBAN	IE78ULSB98	Value	EUR 2.03
Requested collection date	16/03/2016		
Batch status	Cancelled		

[Continue](#)

9.2. Cancelling a Collection

Step 1 Perform a file enquiry, as detailed in section 8, and bring up the Collection details screen

Ulster Bank Bankline

Logged in as: [User Name] You last logged in on: 2nd October 2014 at 14:33

Broadcast:
You have received new urgent message(s). Select [Read Urgent Messages](#) to view these.
NB: The current page and any data selected/input will not be affected when viewing the message.

Collection details for Collection ID RPF-DK-20160226F1-B2T1 [Help](#)

File Summary			
File ID	UBR-2000794-DK-20160226F1	Number of batches	2
Creditor ID	IE08ZZZ1	Number of collections	4
File Status	Accepted	Value	EUR 6.06

Batch summary			
Batch ID	ST-DK-20160226F1B2	Number of collections	2
Creditor IBAN	IE78ULSB98	Value	EUR 4.03
Requested collection date	21/03/2016		
Batch status	Future dated		

Collection summary			
Collection ID	RPF-DK-20160226F1-B2T1	Debtor name	Dr MNDILP-UBR-LB1
Amount	EUR 2.01	Debtor BIC	ULSBIE20
Due date	21/03/2016	Debtor IBAN	IE03ULSB98
Collection status	Due	Collection type	RCUR
Mandate ID	IE08ZZZ1		
Remittance information	RMTMT mcmNDILP-UBR-LB1 ed2E-IE08-2101-LB1		

[Back](#) [Cancel collection](#)

- ☐ Click on the Cancel collection button

Logged in as: [Log Out](#)

You last logged in on: **2nd October 2014 at 14:33**

Broadcast:
You have received new urgent message(s). Select [Read Urgent Messages](#) to view these.
NB: The current page and any data selected/input will not be affected when viewing the message.

Collection cancellation requested for Collection ID RPF-DK-20160226F1-B2T1

We are processing the cancel request, please check in 10 minutes to find out if cancellation has been successful.

File Summary			
File ID	UBR-2000794-DK-20160226F1	Number of batches	2
Creditor ID	IE08Z	Number of collections	4
File Status	Accepted	Value	EUR 6.06

Batch summary			
Batch ID	ST-DK-20160226F1B2	Number of collections	2
Creditor IBAN	IE78ULSB	Value	EUR 4.03
Requested collection date	21/03/2016		
Batch status	Future dated		

Collection summary			
Collection ID	RPF-DK-20160226F1-B2T1	Debtor name	- - - - -
Amount	EUR 2.01	Debtor BIC	ULSBI E20
Due date	21/03/2016	Debtor IBAN	IE03ULS
Collection status	Cancelled	Collection type	RCUR
Mandate ID	IE08ZZZ		
Remittance information	RMTMT m:MNDIPL-UBR-LB1 n: - - - - -		

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- Submit file
- Authorise file
- Cancel file
- File enquiry

Download file

Trade

Logged in as:

You last logged in on: 2nd October 2014 at 14:33

Broadcast:
You have received new urgent message(s). Select [Read Urgent Messages](#) to view these.
NB: The current page and any data selected/input will not be affected when viewing the message.

Confirm cancellation of Collection ID RPF-DK-20160226F1-B2T1

Are you sure you want to cancel the collection?

File Summary

File ID	UBR-2000794-DK-20160226F1	Number of batches	2
Creditor ID	IE08ZZZ	Number of collections	4
File Status	Accepted	Value	EUR 6.06

Batch summary

Batch ID	ST-DK-20160226F1B2	Number of collections	2
Creditor IBAN	IE78ULSB9L	Value	EUR 4.03
Requested collection date	21/03/2016		
Batch status	Future dated		

Collection summary

Collection ID	RPF-DK-20160226F1-B2T1	Debtor name	
Amount	EUR 2.01	Debtor BIC	ULSBI E20
Due date	21/03/2016	Debtor IBAN	IE03ULSB98
Collection status	Due	Collection type	RCUR
Mandate ID	IE08ZZZ-I		
Remittance information	RMTMT m:MNDIOLP-UBR		

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Collection cancellation requested screen shows. The status of the Collection is now “Cancelled”.

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 You last logged in on: 2nd October 2014 at 14:33

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- File enquiry

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Broadcast:
 You have received new urgent message(s). Select [Read Urgent Messages](#) to view these.
 NB: The current page and any data selected/input will not be affected when viewing the message.

Batch details for Batch ID ST-DK-20160226F1B2

Select Collection ID to view details of the collection

File Summary			
File ID	UBR-2000794-DK-20160226F1	Number of batches	2
Creditor ID	IE08ZZZ	Number of collections	4
File Status	Accepted	Value	EUR 6.06

Batch summary			
Batch ID	ST-DK-20160226F1B2	Number of collections	2
Creditor IBAN	IE78ULSB	Value	EUR 4.03
Requested collection date	21/03/2016		
Batch status	Future dated		

Collection ID	Debtor name	Debtor BIC	Debtor IBAN	Due date	Amount (EUR)	Collection status
RPF-DK-20160226F1-B2T1		ULSBIE20	IE03ULSB	21/03/2016	2.01	Cancelled
RPF-DK-20160226F1-B2T2		ULSBIE20	IE03ULSB	21/03/2016	2.02	Due

[Back](#)
[Cancel batch](#)

10. Collection Processing Report (CPR)

10.1.1. What is the CPR?

The Collection Processing Report (CPR) is available to SEPA Direct debit origination customers to review any collections that have been submitted through but are yet to be settled in their account. The CPR is available in either a formatted text file or as an XML file. Appendix B contains examples of the CPR as a text file.

Bankline produces one CPR for each live file submitted and fully authorised.

The report displays creditor details, file details and batch details for all accepted, accepted with error and rejected files. The report displays both the total number and total value of failed and successful collections by batch. For rejected transactions, collection details and an exception reason are also reported.

10.1.2. When is the CPR produced?

The report is produced and available through the Bankline SEPA Direct debit origination file download the day after submitting and fully authorising any XML file. The default file name is the Creditor ID of the PAIN.008.001.02 file, but this can be changed when downloading.

Once a file has been submitted to the Bank for processing a report is made available detailing if the file has been accepted or rejected, the reasons for any rejection and any amendments made to your file to allow it to be processed.

This report will be available for download once your file status has changed from "Authorised" to either "Accepted" or "Rejected".

This report will be available at 8am on the morning following settlement D+1.

Note: CPR will not be generated for test files.

11. Collection Settlement Report (CSR)

11.1.1. What is the CSR?

The Collection Settlement Report (CSR) is a report generated on any day when you have collections due to settle and any day when a collection in the batch fails. The report will detail all batches with the same settlement date and Creditor ID. These could be batches from different PAIN.008.001.02 files.

11.1.2. When is the CSR produced?

An initial CSR is produced the day after settlement date of the batch(es) reported. It will be available at approximately 8am D+1. Note that if the settlement date has to be revised, then the CSR will be available on the revised date.

You may receive additional CSR reports on any subsequent date for any batch where a collection fails post settlement date, such as a Returned collection.

CSR reports may continue to be produced for up to 13 months post settlement date as this is the maximum period post settlement in which an unauthorised debit Refund can occur.

The default CSR file name is the Creditor ID of the batches, but this can be changed to anything else upon downloading. Once produced, a CSR remains available to download for 2 months.

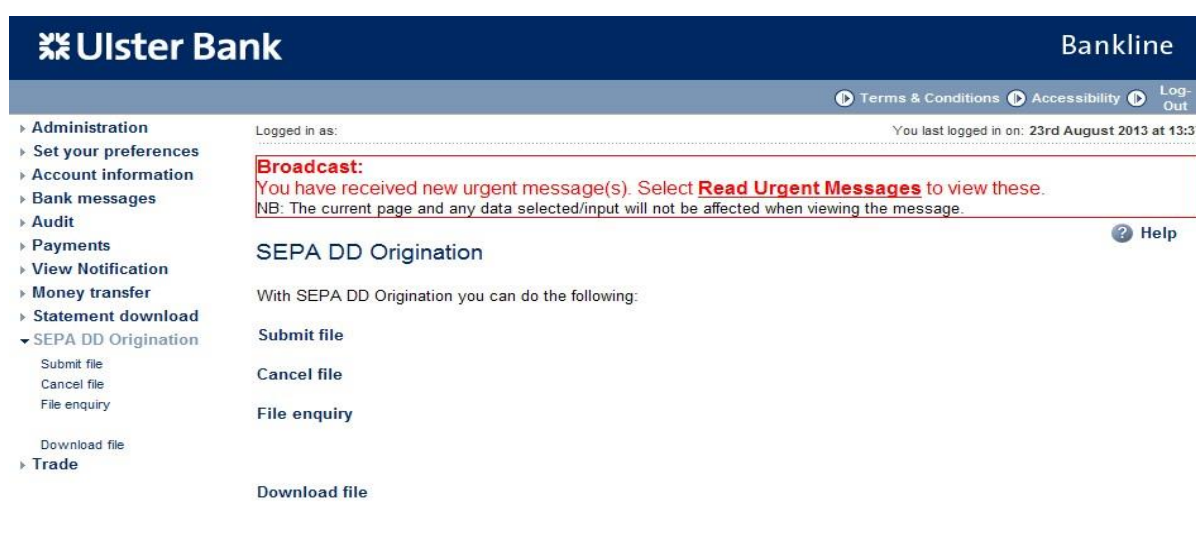
12. Downloading a file

The download file option allows downloading of reports available in relation to your SEPA Direct Debit Origination Service.

As an example, this guide will take you through downloading a CPR report. This will vary slightly to downloading a CSR report.

Step 1 – Select Download File menu option

- Select **SEPA DD Origination** from the left hand menu
- The SEPA DD Origination screen is displayed



- The menu items displayed are based on privileges assigned to the user
- Click on **Download File**

Step 2 – Enter search criteria

- The Download File screen is displayed

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Logged in as:

 You last logged in on: 23rd August 2013 at 13:55

Broadcast:
 You have received new urgent message(s). Select [Read Urgent Messages](#) to view these.
 NB: The current page and any data selected/input will not be affected when viewing the message.

[Help](#)

Download report file

Files are available to download for 2 months

* indicates required field

* Creditor ID

* File date (DD/MM/YYYY) From To

Download file type ☒ Collection settlement report ☐ Collection processing report

[Back](#) [Search](#)

- By default the Collection settlement report radio button is selected, if wanting to check Collection processing reports click the radio button for this.
- Enter date search criteria
- Click **Search**
- The download file enquiry search results screen is displayed

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Logged in as:

 You last logged in on: 23rd August 2013 at 13:55

Broadcast:
 You have received new urgent message(s). Select [Read Urgent Messages](#) to view these.
 NB: The current page and any data selected/input will not be affected when viewing the message.

[Help](#)

Download file enquiry search results

Select a file ID to view the file details

Collection processing report file

Display: items per page [Go](#)

File ID	File validation date & time	Report creation date & time
UB015-01v2	16/08/2013 12:56	17/08/2013 05:02
UB020-022-01	16/08/2013 12:48	17/08/2013 05:02
DKUBR-BILLING-REJECT-1508	15/08/2013 17:01	16/08/2013 05:02
ST-UB011-01	15/08/2013 16:50	16/08/2013 05:02
ST-UB009-01	15/08/2013 16:48	16/08/2013 05:02
ST-UB005-01	15/08/2013 16:46	16/08/2013 05:02
ST-UB002-01	15/08/2013 16:44	16/08/2013 05:02
UBR-BILLING-REVERSE-0908	09/08/2013 10:41	10/08/2013 05:02
UBR-BILLING-RETURN-0908	09/08/2013 10:39	10/08/2013 05:02
UBR-BILLING-REFUND-0908	08/08/2013 18:16	09/08/2013 05:02

[Back](#) [1 2 Next](#)

- Files are listed with most recent first
- The file validation date & time shows when the input file was validated
- The report creation date & time shows when the report was created.
- Click an individual underlined File ID to download that file.

The smartcard authorisation screen is displayed

Ulster Bank Bankline

Logged in as: USER3 UBR28USER3 of UBR28 You last logged in on: 16th December 2008 at 12:50

Broadcast:
You have received new urgent message(s). Select **Read Urgent Messages** to view these.
NB: The current page and any data selected/input will not be affected when viewing the message.

Smartcard authorisation

To complete this action you need to authorise the change with your Smartcard and reader.

Please enter the following challenge code into your Smartcard reader:
123456789

Once validated, please enter your signature response code here before pressing Go:

Go **Cancel**

- You are required to authorise your action using your smartcard and reader.
- To do this insert your smartcard into your reader, chip facing forward.
- Switch the reader on and press **sign**
- Enter the challenge code into the smartcard reader, press **ok**
- Enter your 4 digit PIN, press **ok**
- You will be presented with a signature response code that should be entered into the blank box on this screen, click **Go**

Step 3 – Download file

- You will be presented with the Download collection processing report screen

Ulster Bank Bankline

Logged in as: You last logged in on: 16th September 2013 at 15:51

Broadcast:
You have received new urgent message(s). Select **Read Urgent Messages** to view these.
NB: The current page and any data selected/input will not be affected when viewing the message.

Download collection processing report

Report summary	
Creditor ID	IE67ZZZ.
File ID	UB02325.03
Report creation date & time	06/09/2013 05:01
File validation date & time	05/09/2013 09:56

Download file format

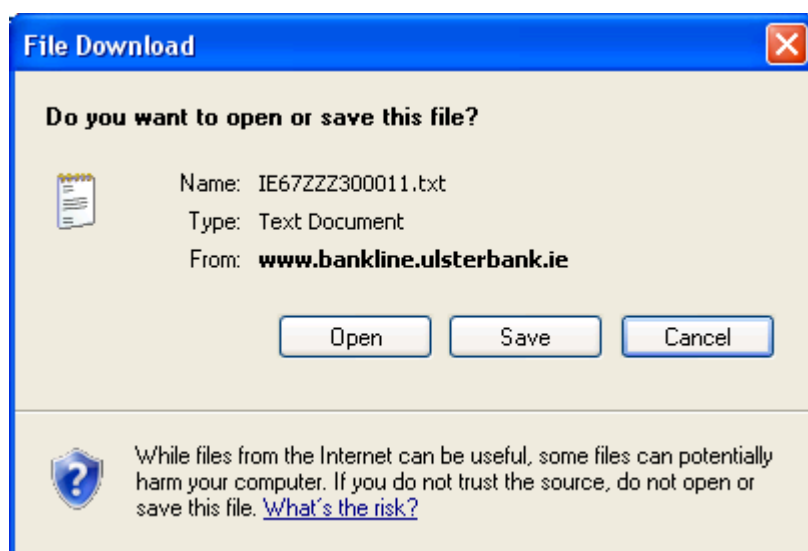
☒ Report ☐ XML file

Download now **Download another file**

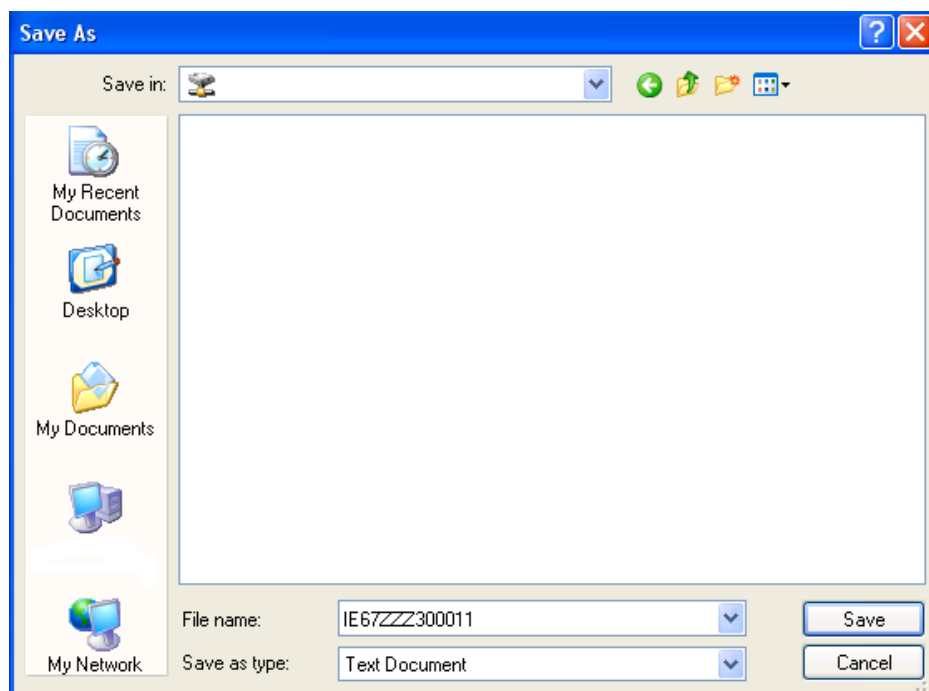
- Download file receipt shows details of the file selected for download.
- Click Download now

Step 4 – Save file

- A new File Download window will appear on your screen, from here you can either **Open** the file in your default txt file program or **Save** your file to your PC or network drive.



- The default filename is your Creditor ID e.g. IE67ZZZ300011.txt
- After clicking **Save** the Save As screen is displayed, where the default filename can be changed if required



- Choose your desired file location and filename then click **Save**
- When the Save is complete and the dialogue box closes, your download is complete

Step 5 – Download another file

- The Download file receipt window will have remained open

Ulster Bank Bankline

Logged in as: You last logged in on: 23rd August 2013 at 13:55

Broadcast:
You have received new urgent message(s). Select **Read Urgent Messages** to view these.
NB: The current page and any data selected/input will not be affected when viewing the message.

[Help](#)

Download collection processing report

Report summary	
Creditor ID	IE67ZZZ
File ID	ST-UB009-01
Report creation date & time	16/08/2013 05:02
File validation date & time	15/08/2013 16:48

Download file format

☒ Report ☐ XML file

[Download now](#) [Download another file](#)

- You can now choose to download the same file again or to **Download another file**, this will re-display the Download report file screen

Ulster Bank Bankline

Logged in as: You last logged in on: 23rd August 2013 at 13:55

Broadcast:
You have received new urgent message(s). Select **Read Urgent Messages** to view these.
NB: The current page and any data selected/input will not be affected when viewing the message.

[Help](#)

Download report file

Files are available to download for 2 months

* indicates required field

* Creditor ID: IE67ZZZ

* File date (DD/MM/YYYY): From 26/06/2013 To 26/08/2013

Download file type: ☐ Collection settlement report ☒ Collection processing report

[Back](#) [Search](#)

13. Audit

An audit facility is available to enquire upon SEPA Direct Debit Origination events.

Step 1 – Enter search criteria

- Select **Audit** from the left hand menu
- The Search audit record screen is displayed

The screenshot shows the Ulster Bank Bankline interface. On the left is a navigation menu with options: Administration, Set your preferences, Account information, Bank messages, Audit (selected), Payments, View Notification, Money transfer, Statement download, SEPA DD Origination, and Trade. The main content area has a header 'Bankline' and links for Terms & Conditions, Accessibility, and Log-Out. It shows the user is logged in and last logged in on 23rd August 2013 at 13:55. A red-bordered broadcast message states: 'Broadcast: You have received new urgent message(s). Select Read Urgent Messages to view these. NB: The current page and any data selected/input will not be affected when viewing the message.' Below this is the 'Search audit record for RICUSTOMER3' section. It includes instructions: 'To find details of previous banking activity you can search the audit history. Step 1: Select an Event category from the menu and select Go. Step 2: Enter any specific criteria and select Search.' The search form contains fields for 'Event category' (a dropdown menu), 'Date range (DD/MM/YYYY)' with 'From' and 'To' date pickers, 'User ID' with a search icon, and 'Target value' with a note '(e.g. Account Set ID)'. There is a 'Go' button next to the event category dropdown and a 'Search' button at the bottom right.

- Select SEPA Direct Debit Origination in the event category drop down, click **Go**
- The screen is refreshed with a new drop down field containing SEPA DDO events

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Logged in as: _____ You last logged in on: 23rd August 2013 at 13:55

Broadcast:
 You have received new urgent message(s). Select **Read Urgent Messages** to view these.
 NB: The current page and any data selected/input will not be affected when viewing the message.

[? Help](#)

Search audit record for RICUSTOMER3

To find details of previous banking activity you can search the audit history.
 Step 1: Select an Event category from the menu and select Go.
 Step 2: Enter any specific criteria and select Search.

Event category	EUR Direct Debit Origination	Go	Select description
Date range (DD/MM/YYYY)	From		Select description
User ID		<input type="checkbox"/> Select all Users	Manage SEPA DDO Channel Users
Target value:		(e.g. Account Set ID)	SEPA DDO Authorise file
			SEPA DDO Cancel file
			SEPA DDO Download file
			SEPA DDO Dual Controlled
			SEPA DDO Submit file

- Select the event you wish to search on

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- Complete any remaining search criteria you require, then click **Search**

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Logged in as:

You last logged in on: 23rd August 2013 at 13:55

Broadcast:
You have received new urgent message(s). Select **Read Urgent Messages** to view these.
NB: The current page and any data selected/input will not be affected when viewing the message.

Help

Search audit record for RICUSTOMER3

To find details of previous banking activity you can search the audit history.
Step 1: Select an Event category from the menu and select Go.
Step 2: Enter any specific criteria and select Search.

Event category

EUR Direct Debit Origination

Go

SEPA DDO Download file

Date range (DD/MM/YYYY)

From 01/08/2013

To

User ID

Select all Users

Target value:

(e.g. Account Set ID)

Search

- The Audit search results screen is displayed

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You last logged in on: 23rd August 2013 at 13:55

Broadcast:
You have received new urgent message(s). Select **Read Urgent Messages** to view these.
NB: The current page and any data selected/input will not be affected when viewing the message.

Help

Audit search results for RICUSTOMER3

Display: 10 Results per page Go

The audit records below match your search criteria. For more information about a record select the underlined Details link.

Date	Time	User ID	Event description	Target value
2013-08-08	10:33:26	UBRI3DK	SEPA DDO Download report/file	IE67ZZZ300011 / 07/08/2013
2013-08-08	16:07:53	UBRI3DK	SEPA DDO Download report/file	IE67ZZZ300011 / 07/08/2013
2013-08-08	16:12:03	UBRI3DK	SEPA DDO Download report/file	IE67ZZZ300011 / 07/08/2013
2013-08-22	10:15:52	UBRI3DK	SEPA DDO Download report/file	IE67ZZZ300011 / 14/08/2013
2013-08-22	10:16:52	UBRI3DK	SEPA DDO Download report/file	IE67ZZZ300011 / 14/08/2013
2013-08-22	10:17:34	UBRI3DK	SEPA DDO Download report/file	IE67ZZZ300011 / 15/08/2013
2013-08-22	10:17:47	UBRI3DK	SEPA DDO Download report/file	IE67ZZZ300011 / 15/08/2013
2013-08-22	10:18:35	UBRI3DK	SEPA DDO Download report/file	IE67ZZZ300011 / 16/08/2013
2013-08-22	10:18:47	UBRI3DK	SEPA DDO Download report/file	IE67ZZZ300011 / 16/08/2013
2013-08-22	10:19:35	UBRI3DK	SEPA DDO Download report/file	IE67ZZZ300011 / 21/08/2013

Prev 1 2 3 Next

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Print search results

Search again

Step 2 – Select the event

- Click on the hyperlink field under target value for which you wish to see more details on
- The Audit record details screen is displayed showing the selected event

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Logged in as: You last logged in on: 23rd August 2013 at 13:55

Broadcast:
 You have received new urgent message(s). Select **Read Urgent Messages** to view these.
 NB: The current page and any data selected/input will not be affected when viewing the message.

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Audit record details

Audit record	
Customer ID	RICUSTOMER3
Date	2013-08-07
Time	10.24.48
User ID	UBRI3DK
Event description	SEPA DDO Download report/file
Target value	IE67ZZZ300011 / UBR-CPR-report-0608v1

Before transaction

Description	Before
There are no Before change details for this audit record.	

After transaction

Description	After
There are no After change details for this audit record.	

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14. Appendix A: Changing your Dual Administration settings

Step 1 – Check your current settings

- Select **Administration** from the left hand menu
- Within the Customer Details box on the screen, the Dual Administration setting is shown as either On or Off.
- Click the **Dual Administration** hyperlink

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Logged in as: You last logged in on: 20th September 2013 at 10:12

Broadcast:
You have received new urgent message(s). Select **Read Urgent Messages** to view these.
NB: The current page and any data selected/input will not be affected when viewing the message.

Customer settings [Help](#)

Dual Administration

Dual Administration setting

☒ On
☐ Off

Privileges subject to Dual Administration

Amend account	Amend customer account set	Amend payment limits	Amend role	Amend user
Amend user - token required	Assign/Remove SEPA Creditor ID from User	Change payment preferences	Create customer account set	Create order for new card reader
Create order for new token	Create role	Create user	Create user - token required	De-register account
Delete customer account set	Delete role	Delete user	Edit preferences	Exclude account
Manage User OIN	Manage User statement download	Manage money transfer preferences	Order new user activation code	Re-activate user PIN & password
Re-activate user activation code	Register External Account	Register account	Update customer details	

[Edit privileges subject to Dual Administration](#)

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- The Customer settings screen is displayed showing the current dual admin setting and the privileges currently associated with this.

Note: If Dual Administration is currently Off this screen can be used to switch it On

Step 2 – Change your current settings

- To edit the privileges subject to Dual Administration click **Edit privileges subject to Dual Administration**
- The Customer Details screen is displayed

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- Customer details
- Manage accounts
- Manage Account Sets
- Manage roles
- Manage Users
- Register accounts
- Authorise change
- Abandon changes
- Smartcard authorisation
- Manage User OINs
- Manage money transfer preferences
- Manage User statement download
- Manage User Creditor IDs

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Logged in as:

You last logged in on: 20th September 2013 at 10:12

Broadcast:
 You have received new urgent message(s). Select **Read Urgent Messages** to view these.
 NB: The current page and any data selected/input will not be affected when viewing the message.

[Help](#)

Customer details

Display Privileges per page [Go](#)

<input type="checkbox"/>	Privilege name
<input checked="" type="checkbox"/>	Amend account
<input checked="" type="checkbox"/>	Amend customer account set
<input checked="" type="checkbox"/>	Amend payment limits
<input checked="" type="checkbox"/>	Amend role
<input checked="" type="checkbox"/>	Amend user
<input checked="" type="checkbox"/>	Amend user - token required
<input checked="" type="checkbox"/>	Assign/Remove SEPA Creditor ID from User
<input checked="" type="checkbox"/>	Change payment preferences
<input checked="" type="checkbox"/>	Create customer account set
<input checked="" type="checkbox"/>	Create order for new card reader

[Reset all check boxes](#)

! 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](#)

[Back](#)

[Confirm changes to privileges](#)

- Select the required privileges by clicking in the box to add or remove a tick, by adding a tick to the box the privilege will be subject to Dual admin, removing a tick will remove that privilege
- Click **Confirm changes to privileges**

- The customer settings screen is displayed.

Bankline

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Administration

- Customer details
- Manage accounts
- Manage Account Sets
- Manage roles
- Manage Users
- Register accounts
- Authorise change
- Abandon changes
- Smartcard authorisation
- Manage User OINs
- Manage money transfer preferences
- Manage User statement download
- Manage User Creditor IDs

Set your preferences

- Account information
- Bank messages
- Audit
- Payments
- View Notification
- Money transfer
- Statement download
- SEPA DD Origination
- Trade

Logged in as:

Broadcast:

You have received new urgent message(s). Select **Read Urgent Messages** to view these.

NB: The current page and any data selected/input will not be affected when viewing the message.

You last logged in on: 20th September 2013 at 10:12

Customer settings

Dual Administration

Dual Administration setting

☒ On
 ☐ Off

Privileges subject to Dual Administration				
Amend account	Amend customer account set	Amend payment limits	Amend role	Amend user
Amend user - token required	Assign/Remove SEPA Creditor ID from User	Change payment preferences	Create customer account set	Create order for new card reader
Create order for new token	Create role	Create user	Create user - token required	De-register account
Delete customer account set	Delete role	Delete user	Edit preferences	Exclude account
Manage User OIN	Manage User statement download	Manage money transfer preferences	Order new user activation code	Re-activate user PIN & password
Re-activate user activation code	Register External Account	Register account	Update customer details	

[Edit privileges subject to Dual Administration](#)

[Back](#)
[Confirm](#)

- Changes can still be made at this point to your Dual Administration setting, click **Confirm**
- Your settings are re-displayed

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Administration

- Customer details
- Manage accounts
- Manage Account Sets
- Manage roles
- Manage Users
- Register accounts
- Authorise change
- Abandon changes
- Smartcard authorisation
- Manage User OINs
- Manage money transfer preferences
- Manage User statement download
- Manage User Creditor IDs

Set your preferences

- Account information
- Bank messages
- Audit
- Payments
- View Notification
- Money transfer
- Statement download
- SEPA DD Origination
- Trade

Logged in as:

Broadcast:

You have received new urgent message(s). Select **Read Urgent Messages** to view these.

NB: The current page and any data selected/input will not be affected when viewing the message.

You last logged in on: 20th September 2013 at 10:12

Customer settings

Dual Administration

Dual Administration setting

Dual Administration On

Privileges subject to Dual Administration				
Amend account	Amend customer account set	Amend payment limits	Amend role	Amend user
Amend user - token required	Assign/Remove SEPA Creditor ID from User	Change payment preferences	Create customer account set	Create order for new token
Create role	Create user	Create user - token required	De-register account	Delete customer account set
Delete role	Delete user	Edit preferences	Exclude account	Manage User OIN
Manage User statement download	Manage money transfer preferences	Order new user activation code	Re-activate user PIN & password	Re-activate user activation code
Register External Account	Register account	Update customer details		

[Back](#)
[Cancel changes](#)
[Update](#)

- Click **Update**

- The Customer Details screen is displayed.
- The changes are now subject to dual authorisation by another system administrator, available to them under Authorise Change in the left hand menu under Administration.

15. Appendix B: Sample CPR Report

```

                                COLLECTION PROCESSING REPORT
                                -----
REPORT CREATION      17/04/2016 - 05:01

CREDITOR DETAILS:
-----
CREDITOR NAME      UB TEST CUSTOMER
CREDITOR ID        IE99ZZZ123456
PARTICIPANT REFERENCE ULSBIE2DXXX

FILE DETAILS:
-----
FILE VALIDATED 16/04/2016 - 07:46
FILE ID      UBR-CPR-REPORT
FILE TYPE    pain.008.001.02
FILE PROCESSING FAILURE REASON

                                FILE STATUS Accepted

BATCH DETAILS - BATCH ID      UBR-CPR-REPORT-B1
-----
SUBMITTED ON BEHALF OF
BATCH SETTLEMENT DATE      22/04/2016
TOTAL NUMBER OF COLLECTIONS      1
NUMBER OF SUCCESSFUL COLLECTIONS      1
NUMBER OF FAILED COLLECTIONS      0
REVISD BATCH SETTLEMENT DATE      25/04/2016
TOTAL VALUE OF COLLECTIONS      EUR 0.05
VALUE OF SUCCESSFUL COLLECTIONS      EUR 0.05
VALUE OF FAILED COLLECTIONS      EUR 0.00

BATCH DETAILS - BATCH ID      UBR-CPR-REPORT-B2
-----
SUBMITTED ON BEHALF OF
BATCH SETTLEMENT DATE      22/04/2016
TOTAL NUMBER OF COLLECTIONS      1
NUMBER OF SUCCESSFUL COLLECTIONS      1
NUMBER OF FAILED COLLECTIONS      0
REVISD BATCH SETTLEMENT DATE      25/04/2016
TOTAL VALUE OF COLLECTIONS      EUR 1.06
VALUE OF SUCCESSFUL COLLECTIONS      EUR 1.06
VALUE OF FAILED COLLECTIONS      EUR 0.00
```

16. Appendix C: Sample CSR Report

COLLECTION SETTLEMENT REPORT

REPORT CREATION 29/02/2016 05:01

CREDITOR DETAILS:

CREDITOR NAME UB COMPANY
CREDITOR ID IE99ZZZ312345
PARTICIPANT REFERENCE ULSBIE2D

SETTLED BATCH SUMMARY - BATCH ID UBR-BATCH-B1

SUBMITTED ON BEHALF OF

FILE ID UBR-FILE-F1

FILE TYPE pain.008.001.02

ORIGINAL BATCH SETTLEMENT DATE 26/02/2016

TOTAL NUMBER OF COLLECTIONS 1

NUMBER OF SUCCESSFUL COLLECTIONS 1

REVISED BATCH SETTLEMENT DATE

TOTAL VALUE OF COLLECTIONS EUR 1.16 CR

VALUE OF SUCCESSFUL COLLECTIONS EUR 1.16

|

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