

Bankline Closure Checklist

Supporting Bankline administrators prepare for the system closure and how to save relevant information required by new service providers or for ongoing financial reporting purposes.

1. System access

You can close your accounts in phases as you move to a new service provider. Please note, once your last remaining Current Account under the business legal entity that owns your Bankline profile closes, your Bankline profile will close and you will lose all system access. Once closed, your profile can't be retrieved.

If you have third party account(s) registered to your Bankline profile, you will lose access to these account(s) as part of your daily cash management once your Bankline profile is closed.

If you don't close your Bankline profile it will be closed as per the closure notice date on your account closure letter. As a Bankline administrator* you can cancel before then if you wish.

- Email our Bankline administration team at BanklineAdministrationUBIDAC@ulsterbank.com from your registered email address requesting to close your profile
- Include your *Customer ID* and your business name as it appears on Bankline

* Or 2 administrators where *Dual Administration* is activated.

2. Fees and charges

Effective August 2022, Ulster Bank Ireland DAC will waive your €5 Bankline monthly subscription fee. Your Bankline transaction fees will continue to be charged in arrears on the 15th of the month. If closure of your main and/or Bankline billing account takes place **before the 15th of the month**, you will not be charged your previous or current month's Bankline transaction fee. If closure takes place **after the 15th of the month**, you will be charged your previous (but not current) month's transaction fee, in line with Bankline terms and conditions.

3. Download statements

You can view and save the last 15 months statements on Bankline.

- Select '**Account information**' and then '**View account statement**'
- Select the '**Account ID**' of the account you need the statement for or search for an account. Once you're viewing the statement of the account, enter the date range that you'd like the statement for
- When that is displayed, select '**Print/save statement**'
- To export this information, select the '**Export**' button
- View our export guide for further assistance [File Export – Bankline \(PDF, 649KB\)](#)
- If you need statements older than 15 months, please phone 1800 818 375 or +353 1 531 7171 (outside ROI) or by phoning your Relationship Manager

For further support

View our online [Bankline FAQ's](#) for further support and guidance. We have produced a Support Guide for Bankline Users which can be accessed [here](#). This guide includes considerations regarding Direct Debit Origination and SEPA Money Transfer when moving to a new Payment Service Provider.

Contact our helpdesk using the "**Message Us**" feature in Bankline or phone us:

Bankline Helpdesk – 0818 211 609 (+353 1 4513 007 outside ROI)

Lines are open Monday to Friday 8am – 6pm (excluding Bank Holidays)

Bankline Security Helpdesk – 1800 946 517

Lines are open Monday to Sunday 8am to 8pm (excluding Christmas day)

4. Download Bankline users report

You can do this from the '**Manage Users**' screen.

- Select the '**Print all Roles/Users**' option. This appears underneath the table of users and opens a PDF with two sections, '**Manage Roles**' and '**Manage Users**'
- Export this in a CSV file by selecting 'Export all Roles/Users' if required

5. View or cancel a direct debit/standing order

- Select '**Payments**', this opens the '**Make payments**' screen
- Select '**Direct Debits or Standing Orders**'
- Choose from '**Domestic Direct Debit**' or '**EUR Direct Debit**', this opens a list of accounts
- To change the number of accounts displayed, select the number you want to display from the drop-down menu and select '**Go**'
- To search for an account not listed, select '**Search for an account**', enter your search criteria and select '**Search**'. Select an account to see a list of the Direct Debits/Standing Orders associated with this account
- To view the details for a specific Direct Debit/Standing Order, select the originator names
- Select '**Cancel Direct Debit/Standing Order**' or '**Back**' to return to the previous screen
- Use your Smartcard to complete the cancellation. **Note** this takes two working days to take effect

6. How to export templates/bulk lists

You can export 100 templates at a time, and bulk lists, one at a time.

- Click '**Payments**', then '**Manage templates or bulk lists**'
- Select the templates or bulk list and click '**Export**'
- Check the payment details in the template or bulk list before importing it into a new platform and making a payment
- View our export guide for further assistance [File Export – Bankline \(PDF, 649KB\)](#)

7. How to retrieve an image of a Voucher?

Online voucher images (cheques/lodgement slips) can be retrieved on Bankline.

- Click the '**Account information**' section
- Select '**Voucher request**', you'll see a list of available vouchers
- View the voucher by selecting the relevant reference number
- Select '**Request voucher**' if your voucher is not listed
- Select the relevant **Account ID** and click '**Search**'
- Enter the voucher type and click '**Search**'
- Check the boxes alongside the voucher image(s) you want to view, then '**Request selected voucher(s)**'. The requested vouchers will be available to view straight away