Royal Bank
of Scotland

RBS
Business Cash Card

Company Administrator
User Guide

TOMORROW BEGINS TODAY

Contents

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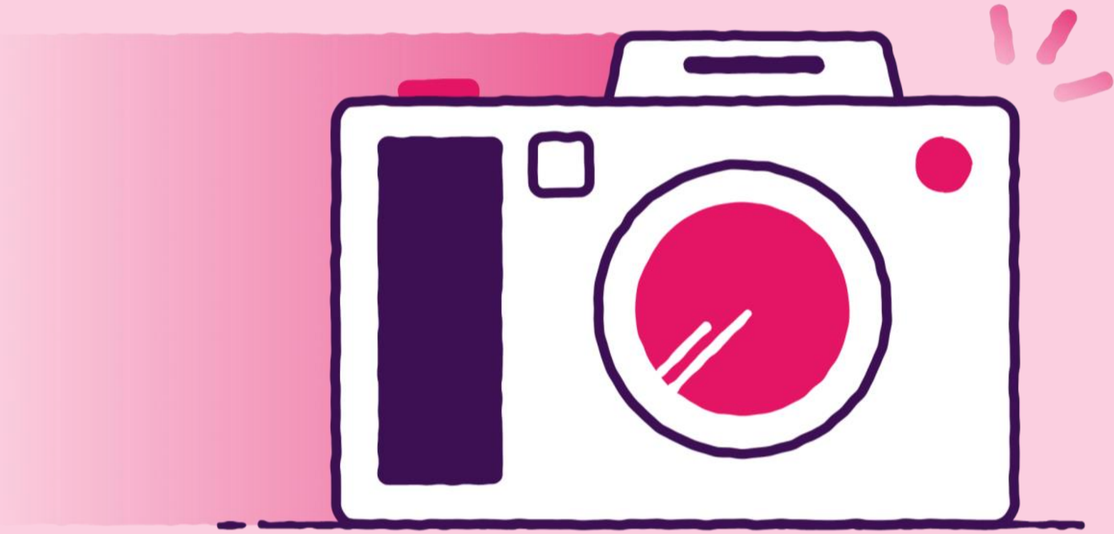
Introduction

This guide provides information about the functions a Company Administrator can perform for their company on the Business Cash Card portal.

You need to log on under the Company Administrator profile to:

- View withdrawal summary for the set refresh period and recent online activity messages
- View card transactions (deposits and withdrawals) of any time period, or a specific transaction using the filter/search options and export it to a spreadsheet
- Enquire and generate output based on the card spend details
- Create new user accounts, new cards, and manage them for a company
- Track and maintain the logs of approved and unapproved card requests
- Updating withdrawal limits in real time
- Reporting cards lost or stolen and closing or suspending cards
- View and maintain active branch account information.



Login

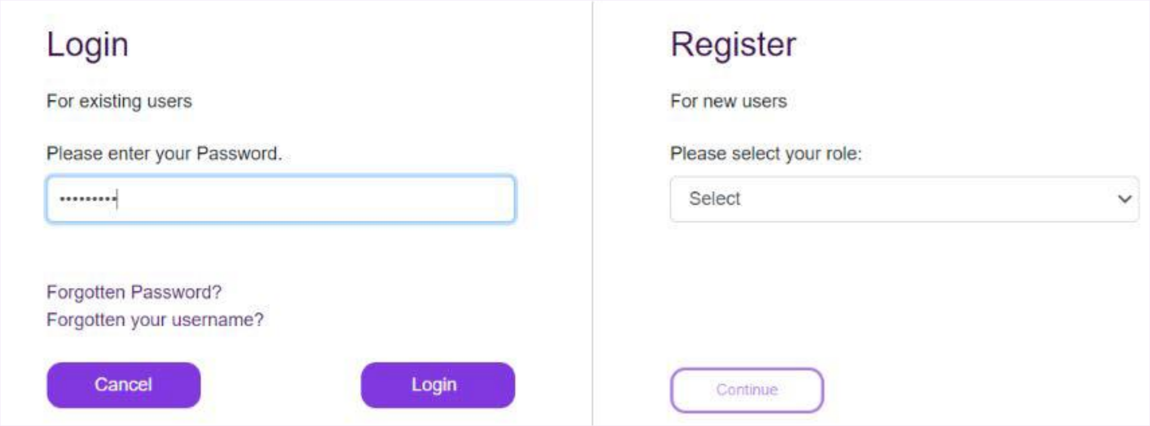
Registration for the Business Cash Card portal

For first time login you need to use the MFA (Multifactor Authentication), you would need to register and authenticate yourselves. Navigate to the appropriate portal page for your card:

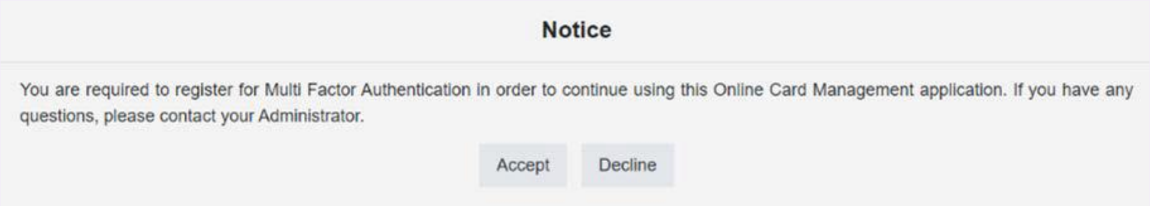
- www.rbs.co.uk/business/cards/cash-card.html

Follow the below steps to register yourself:

1. Go to the **Business Cash Card portal** login screen.
2. Enter username, password, and last four digits of the phone number you provided on the application form and click **Login**.
3. Reset the first time password provided by the bank.

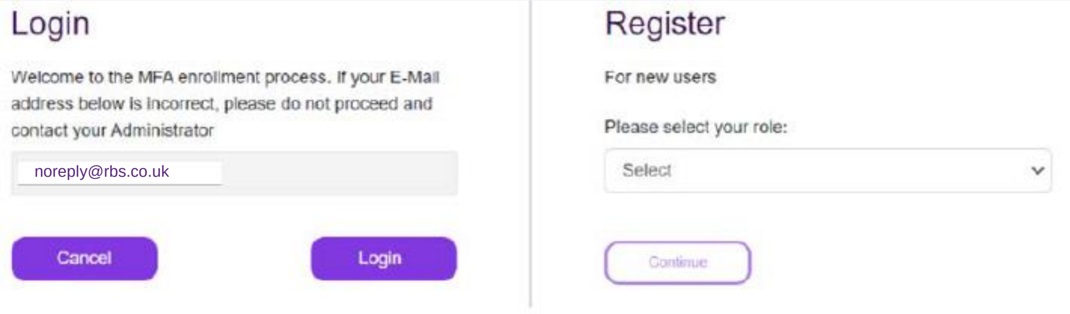


4. Click **Accept** in the Notice dialog box.

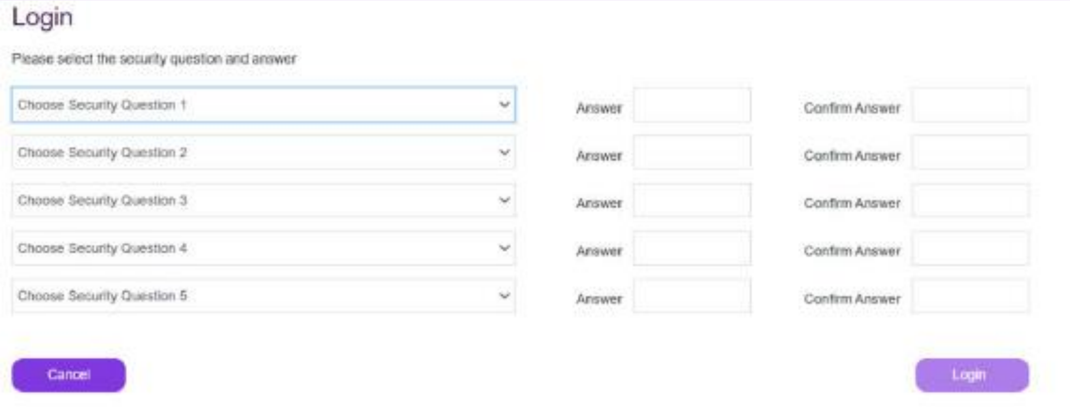


Registration for the Business Cash Card portal (Cont.)

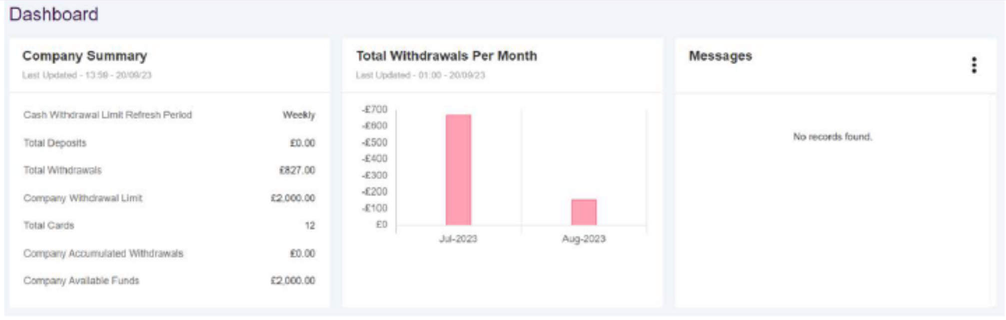
5. You are prompted with a welcome message and your registered email ID. Click **Login** to proceed. If your email ID is not correct, you need to contact the RBS Business Cash Card team through Cora webchat.



6. If the email ID is correct, you need to set up five security questions. Note that the answers cannot be the same.



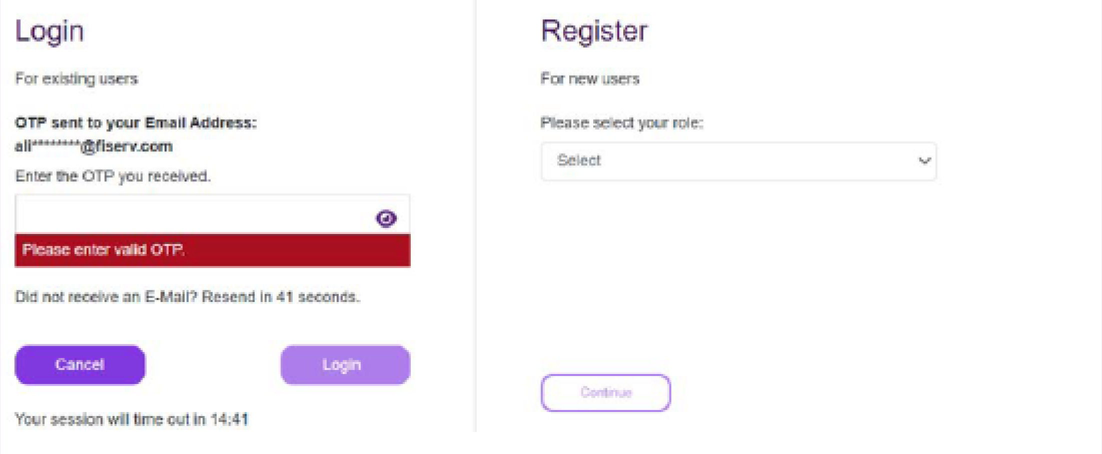
7. Once security questions are set up, you are logged on to the application.



First time log into the Business Cash Card portal

Follow the below steps after you have registered successfully on the Business Cash Card portal:

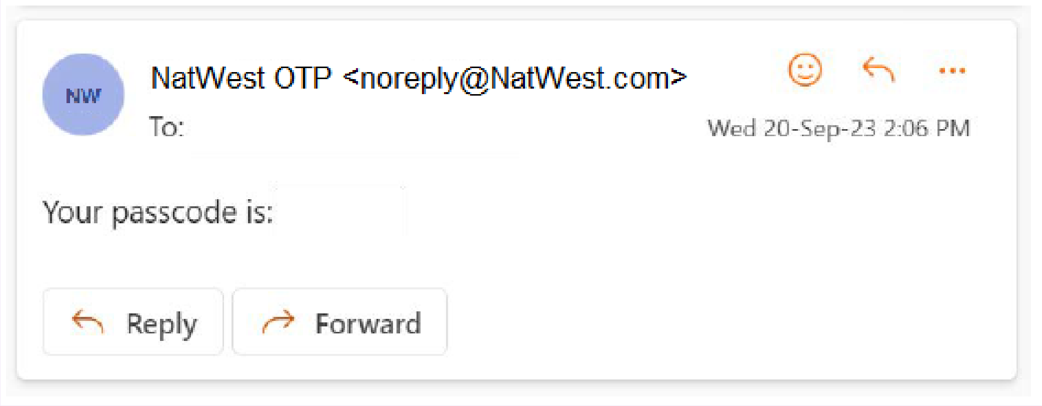
1. Go to the **Business Cash Card portal Login** screen.
2. Enter your username and password.
3. Enter the OTP (One Time Password) that is sent to your email address.



4. After the successful log on and from this point onwards, you would need to use your username and password for each subsequent log on.

5. An OTP is requested in addition to your username and password if you

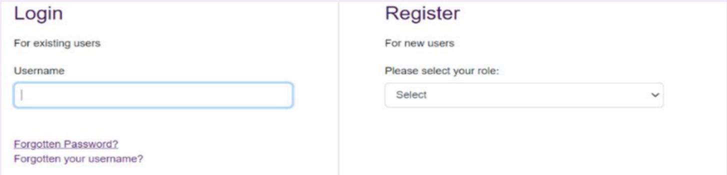
a) do not log on for 30 days or more **b)** log on from a new device **c)** OR have cleared your bowser cookies.



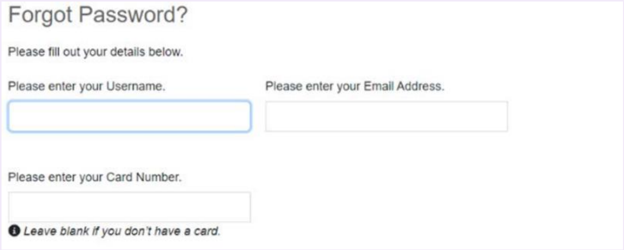
Forgotten password

Note: *Do not use the **Forgot Password?** link if you are logging in for the first time.*

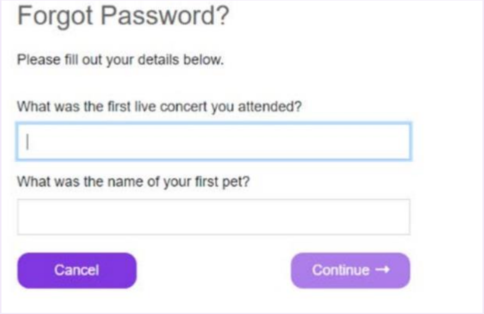
1. Click ‘Forgotten Password?’ Link on the log on screen.



2. Enter your username and email address, then click Continue



3. Answer any two security questions out of the five that were set up during the registration and then click Continue



4. Ener the OTP received on your registered Email ID

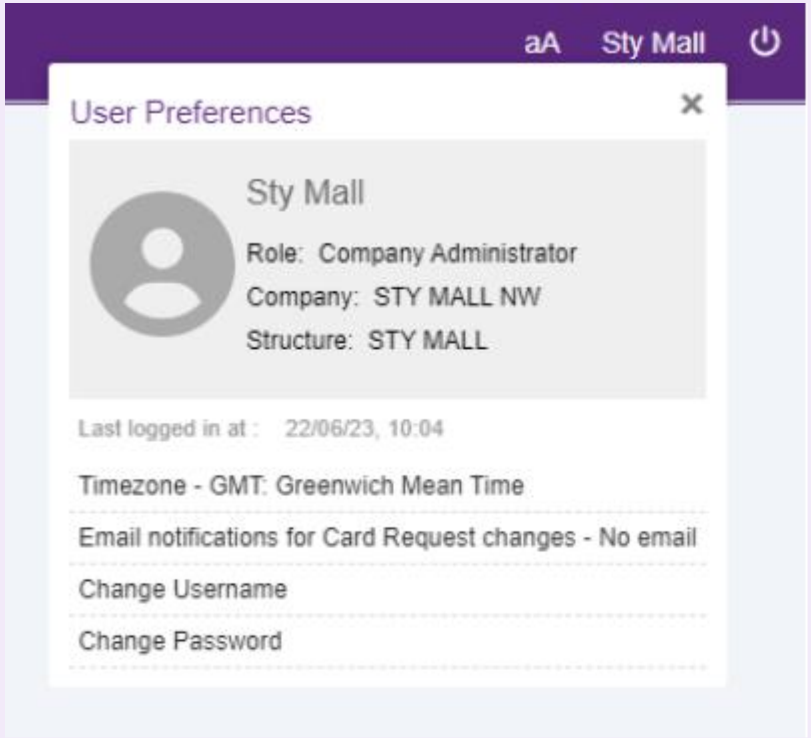
Note: if you have forgotten the answers to your security questions contact your Administrator or Bank

User preferences

User preferences

The User Preferences window allows the Company Administrator to modify their own profile settings as per their preference.

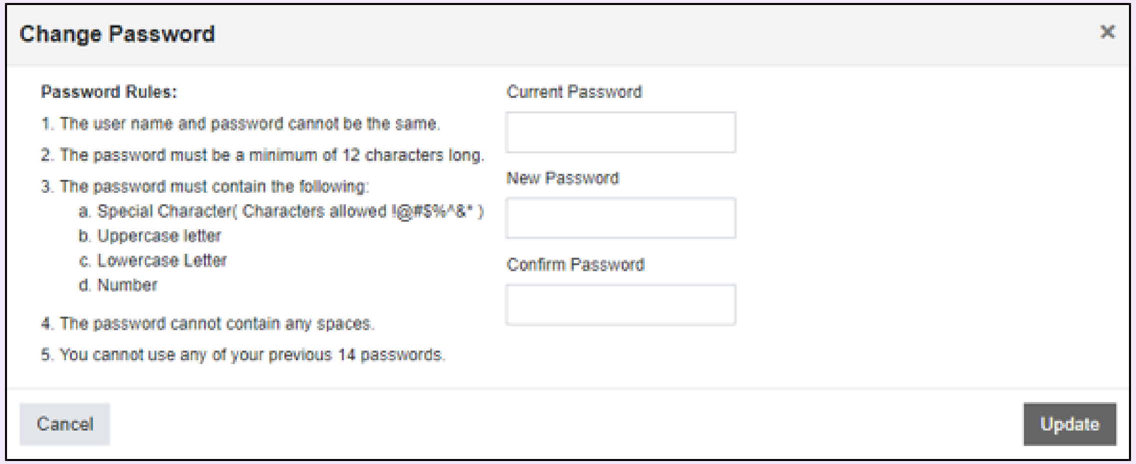
To access the User Preferences window, click the user name on the Menu bar



Modify user preference settings

To update the settings on your profile on the Business Cash Card portal, follow these steps:

1. Click the user name on the right of the Menu Bar.
2. Select the settings you wish to update. For example, time zone or change password.
3. Click Update to save your changes.



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Dashboard

Dashboard

When you log on to Business Cash Card portal, the **Dashboard** screen is displayed by default. The **Dashboard** screen provides the Company Administrator information that includes the summary of all transactions completed by the company, the total number of withdrawals made each month, and notifications of account-level activity for each active user in the company. To access the **Dashboard** screen, click .

Company Summary, Total Withdrawals per Month, and Messages

The Dashboard is divided into three sections:

- Company Summary
- Total Withdrawals per Month
- Messages

Company Summary

This section displays the company information such as:

- Cash withdrawal limit and the refresh period
- Total deposits and withdrawals made by the company
- Accumulated withdrawals and available funds in the company
- Total number of cards available for a company.

Total Withdrawals per Month

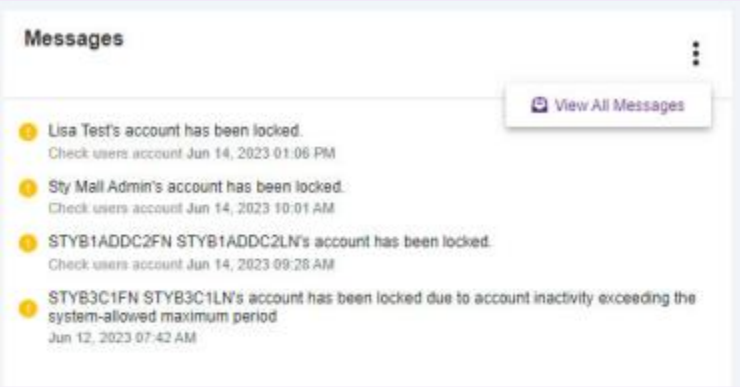
This section displays a bar chart with six months data that illustrates the total amount of withdrawals made by the company per month.

Messages

This section displays the account-level activity information (account locked or inactive)

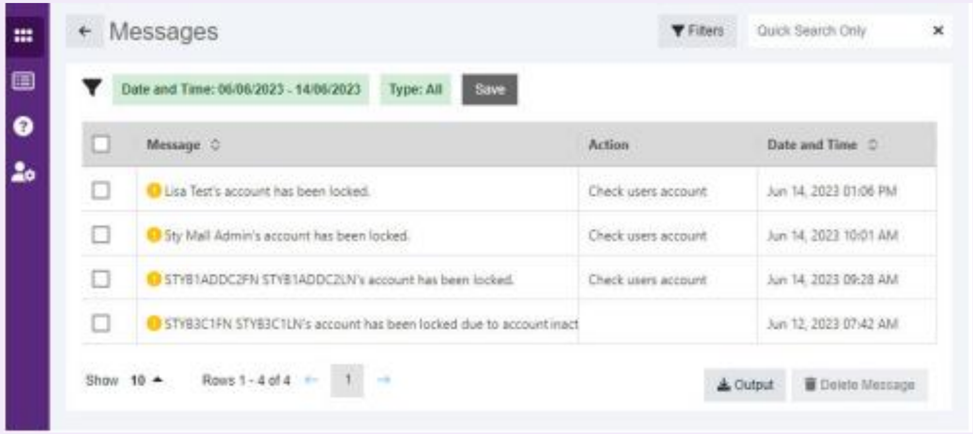
View all messages

The **View All Messages** function displays the system-generated messages for user accounts within the company.



To view all the account-level activity messages of your company on the Business Cash Card portal, follow these steps:

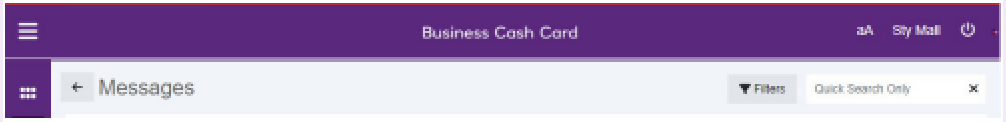
1. Click ⋮ on the Messages section on your Dashboard
2. Select **View All Messages**. *The Messages page will be displayed.*



Export messages to a spreadsheet

The Messages page allows you to export all the notification messages to a Microsoft Excel spreadsheet.

To export all the account-level activity messages of your company on the Business Cash Card portal, follow these steps:



1. Enter a keyword on the quick search text box or click Filter and select either a pre -saved filter option or select a combination of fields such as date and time of the notification or notification type (fatal, severe, warning, or information).

   Note: You can save the filter options selected in case you want to use the same options in the future. You can select and apply the filter name from the Saved Filters drop-down box once you save the filter.
2. Click **Apply** to search for the required notification message(s). *The notification message(s) displays.*
3. Select the messages that you want to export.
4. Click **Output**. The **Output Settings** window displays.
5. Select either the visible rows/columns or all the available rows/columns options to include in the output.
6. Click **Output File**. A spreadsheet with the message details is downloaded.

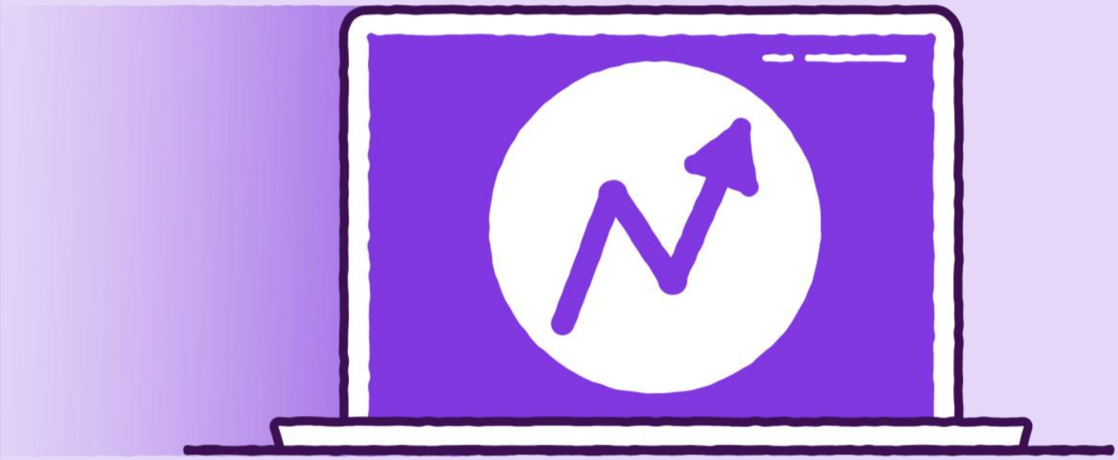
Delete messages

The Messages page allows you to delete multiple notification messages at once.

To delete one or more account-level activity messages of your company on the Business Cash Card portal, follow these steps:

1. Select the messages that you want to delete.
2. Click Delete Message. The notification messages are deleted.

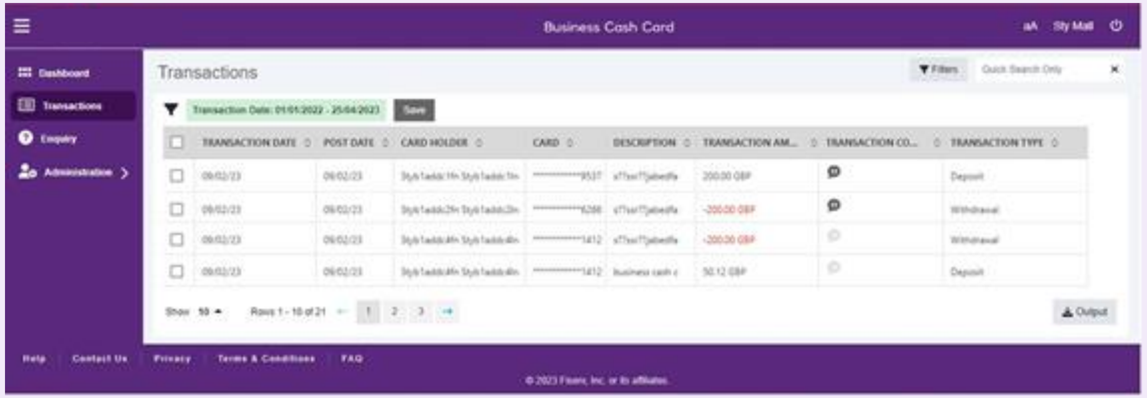
Transactions



Transactions

The **Transactions** screen allows a Company Administrator to view the transaction records (deposits and withdrawals) of all the active cardholders in a company, add comments, and export it to a Microsoft Excel spreadsheet.

To access the **Transactions** screen, click .



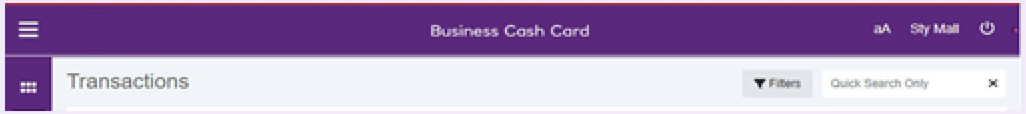
View transactions using filters or quick search

The **Transactions** screen allows you to view card transactions (deposits and withdrawals) of all the cardholders in the company and view specific transaction or multiple cardholder transactions using the filter/search option and export it to a spreadsheet.

To view a specific transaction on the Business Cash Card portal, follow these steps:

1. Enter a keyword on the quick search text box or click **Filters** and select either a pre- saved filter option or select a combination of fields such as cardholder name or transaction type (withdrawals, deposits, or both) from the **Add New Filter** drop-down.

   Note: You can save the filter options selected in case you want to use the same options in the future. You can select and apply the filter name from the **Saved Filters** drop-down box once you save the filter

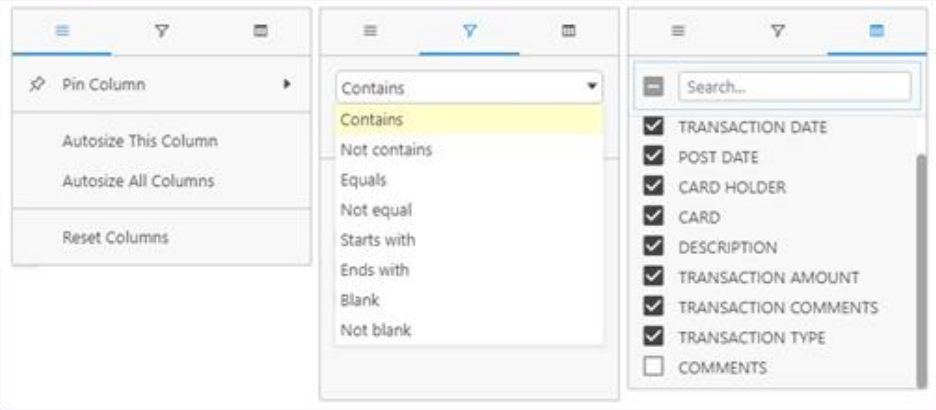


2. Click **Apply** to search for the required transaction record(s). The transaction record(s) displays.

   Optional: Click on any of the field label to sort the transactions.

   Optional: Hover the mouse pointer on any of the field label, and click ≡ to display the following options to:

   - Format the table
   - Apply filter
   - Include or exclude fields on the **Transactions** screen, as required

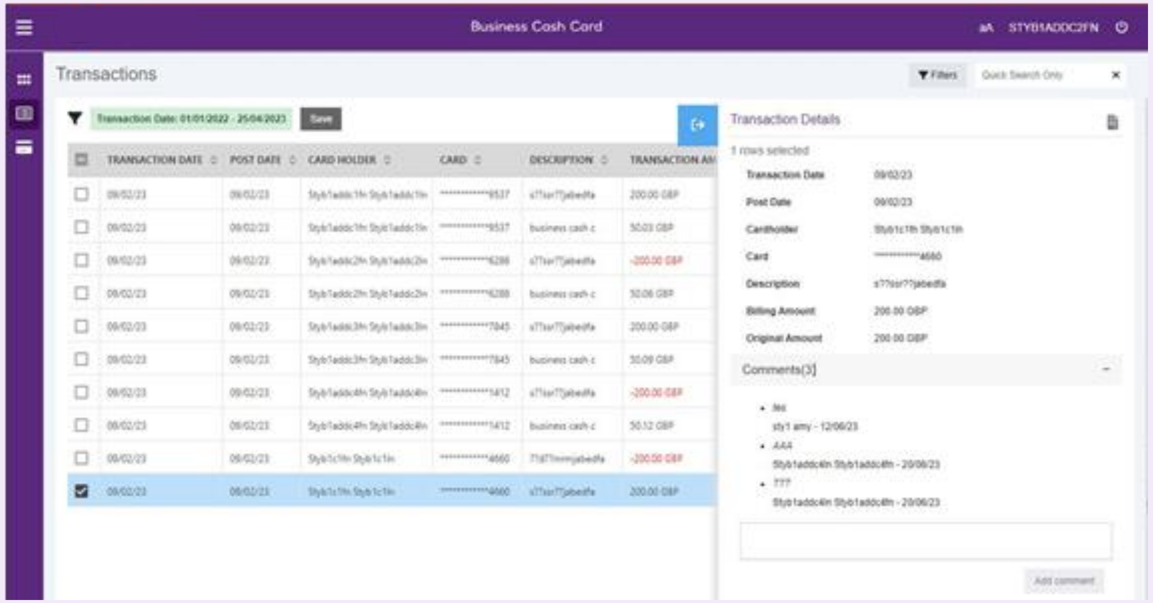


View or add comments to a transaction

The **Transaction Details** window allows you to view and add new comments for a selected transaction.

To view/add comments to a specific transaction on the Business Cash Card portal, follow these steps:

1. Select the checkbox of a specific transaction record. *The **Transaction Details** pop-up window displays on the right.*
2. Enter any required comments under the **Comments** section.
3. Click **Add Comment**. *The comments are added successfully.*
4. Click to exit or hide the Transaction Details window.



Note: *You can view an existing comment including the user name and the date when the comment is added for a specific transaction. When there are no comments available, they appear as inactive. You can also click on the TRANSACTION COMMENTS column to add comments.*

Note: *You can select multiple transaction records to display on the **Transaction Details** pop-up window and add a common comment. When multiple records with different cardholders are selected, only the common information is displayed under the **Transaction Details**.*

Note: *You can use the **Trace Transaction** on the Transaction Details pop-up window to view a log of all actions performed for a transaction*

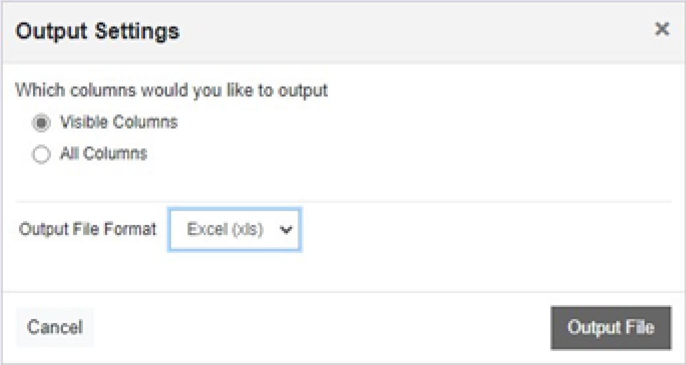
Export transaction details to a spreadsheet

The **Transactions** screen allows you to export transaction details of multiple cardholders in a company.

To export transaction records that are displayed on the **Transactions** screen to a Microsoft Excel spreadsheet on the Business Cash Card portal, follow these steps:

1. Enter a keyword on the quick search text box or click Filters and select either a pre- saved filter option or select a combination of fields such as billing amount (minimum, maximum, or specific amount) or transaction type (withdrawals, deposits, or both).

   Note: *You can save the filter options selected in case you want to use the same options in the future. Once saved, you can select the filter name from the* ***Saved Filters*** *drop-down box to apply.*
2. Click **Apply** to search for the required transaction record(s). The transaction record(s) displays
3. Click Output. The **Output Settings** window displays.
4. Select either the visible rows/columns or all the available rows/columns options to include in the output.
5. Click **Output File**. A spreadsheet with the transaction details is downloaded.



Users & Cards

Users & Cards

The **Users & Cards** screen is the main administration screen under the Administration menu that displays all the users and cards within a company. It provides information about the users and cards and allows you to add a new cardholder, add a card to an existing user and add a non- cardholder user.

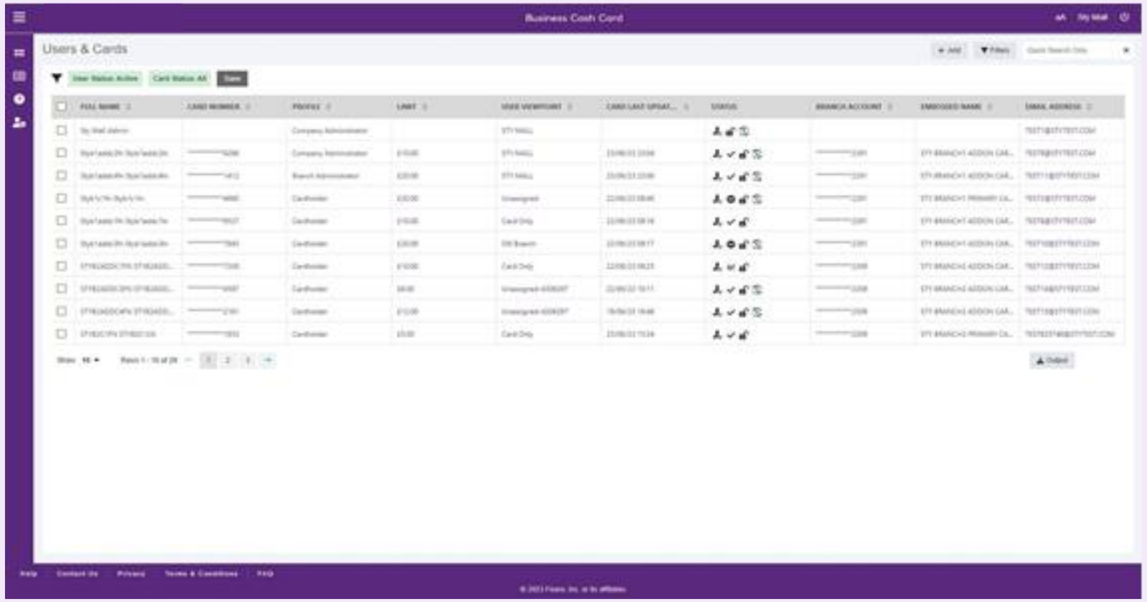
This screen allows you to perform maintenance tasks for cards and users such as updating withdrawal limits, changing the status of a card, editing contact details, managing user access, resetting passwords and so on.

You can also export the user and card details to a spreadsheet from this screen.

To access the **Users & Cards** screen, point your mouse to , click on the arrow and select **Users and Cards**.

You can view the below information on this screen:

- Name of the user
- Card number of the user
- Profile of the user
- Withdrawal Limit set on the card (daily, weekly, or monthly)
- Viewpoint set for the user in the company hierarchy
- Date on which, the card was last updated
- Status of the user, account and card can be:
    - User Active
    - User Inactive
    - Account Locked
    - Account Unlocked
    - Card Active
    - Card Inactive
    - Card Closed



Note: Hover the mouse pointer on a status icon to view the description of the status.

- Branch account number
- Name embossed on the card
- Email address of the user

Note: Hover the mouse pointer on any of the column label, and click to display the options to:

- Format the table
- Include or exclude fields, as required

Add new cardholder (Part 1)

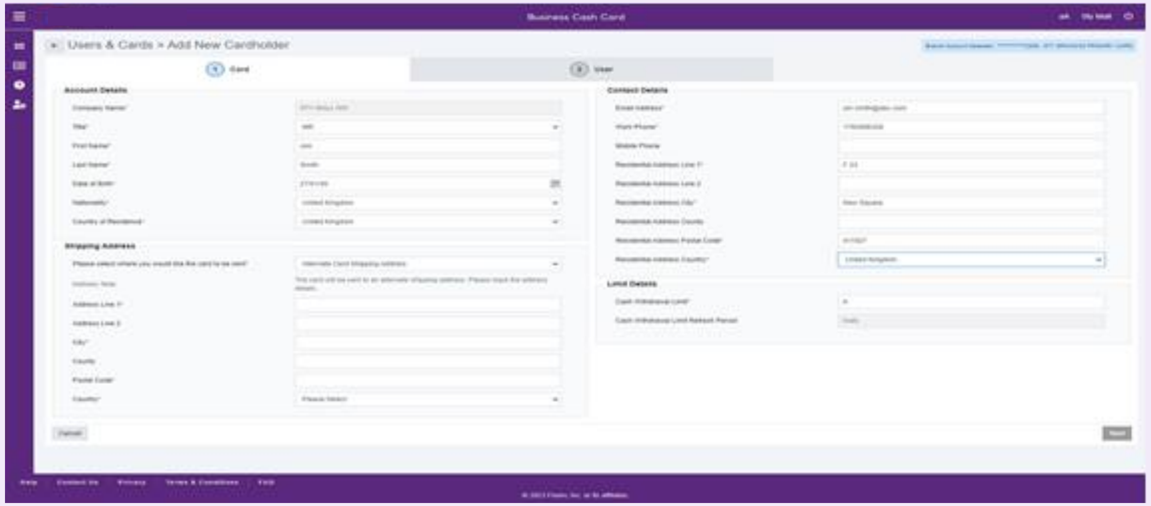
The Add New Cardholder page allows you to add a new cardholder.

To add a new cardholder, follow these steps:

1. Click + Add on the upper-right corner of the **Users & Cards** screen and select **Add New Cardholder**. The ***Add New Cardholder*** page displays.
2. Click the **Select Company Name** drop-down box and select the company name.
3. Click the **Select Branch Account** drop-down box and select the branch account the cardholder needs to be added.
4. Click **Next**. The ***Add New Cardholder*** page displays that has two sections: ***Card*** and ***User***.

   Note: The Card section is the active default view at this stage. The Branch Account that you have selected in the previous step displays on the top-right corner.
5. In the **Account Details** panel, enter account details in all the mandatory fields, marked with an asterisk.
6. In the Shipping Address panel, select a shipping address type. The options are:
   - Alternate Card Shipping Address
   - Registered Business Address
   - Business Site Address

   If you select the Alternate Card Shipping Address option, you need to enter details in the below additional fields:
   - Address Line 1
   - Address Line 2
   - City
   - County
   - Postal Code
   - Country



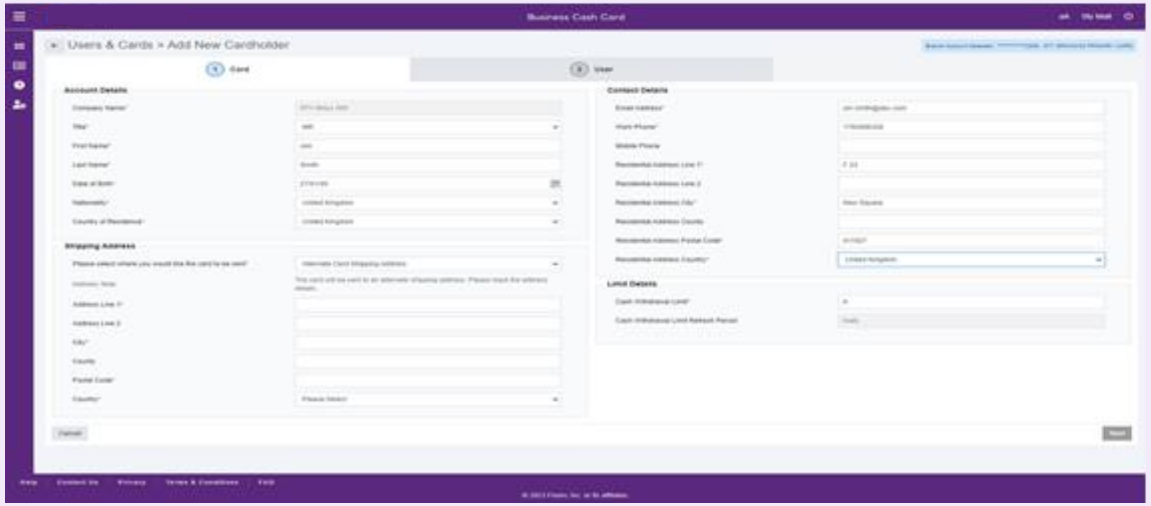
Add new cardholder (Part 2)

7. In the **Contact Details** panel, enter the Residential address of the cardholder in all the mandatory fields.
8. In the **Limit Details** panel, enter the cash withdrawal limit (GBP) for the cardholder in the **Cash Withdrawal Limit** field.

   The value in the **Cash Withdrawal Limit** Refresh Period field is automatically selected for the cardholder. The cash withdrawal limit can be daily, weekly or monthly.
9. Click **Next.** The **User** section displays.
10. In the **User Details** panel, click the **Profile** drop-down box and select a profile that you want to assign to the user.

    Note: *When adding a new cardholder, you should always select the **Cardholder** profile.*
11. In the **Viewpoint** on the portal, click . The User Viewpoint dialog-box displays.
12. Select the viewpoint you want to set for the user on the portal. You can also search for the appropriate viewpoint from the **Search** box within the **User Viewpoint** dialog- box.

    Note: *For companies with only one branch account, the user viewpoint should always be the company name.*
13. Click **Select** to return to the **Add New Cardholder** page.
14. Click **Submit**.



Add card to existing user

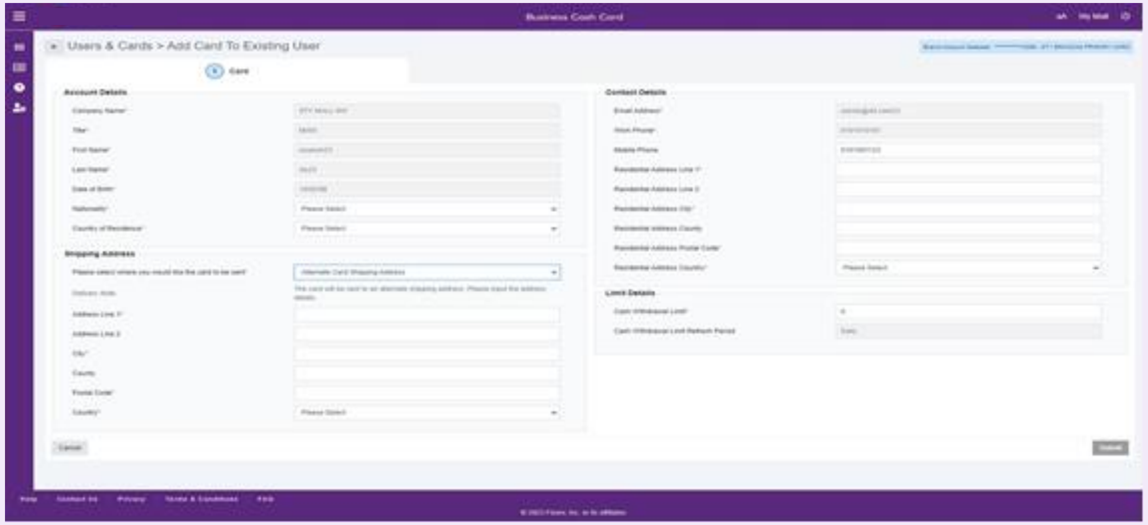
The **Add Card To Existing User** page allows you to add a card to an existing user.

Note: *New cards can only be added to existing non-cardholder users.*

To add a card to an existing user, follow these steps:

1. Click + Add on the upper-right corner of the **Users & Cards** screen and select **Add Card to Existing User**. The **Add Card To Existing User** page displays.
2. Click the **Select Company Name** drop-down box and select the company name.
3. Click the **Select Branch Account** drop-down box and select the branch account the card needs to be added.
4. In the **Select User** field, click ···. The **Select User** dialog-box displays.
5. Search for a user using the **Search** box or select from the list below.
6. Click **Apply** to return to the **Add Card to Existing User** page.
7. Click **Next**. The **Add Card to Existing User** page displays that has a section to add the Card details.
8. In the **Account Details** panel, enter account details in all the mandatory fields, marked with an asterisk.
9. In the **Shipping Address** panel, select a shipping address type. The options are:
   - Alternate Card Shipping Address
   - Registered Business Address
   - Business Site Address

   If you select the **Alternate Card Shipping Address** option, you need to enter details in the below additional fields:
   - Address Line 1
   - Address Line 2
   - City
   - County
   - Postal Code
   - Country



10. In the **Contact Details** panel, enter the Residential address of the cardholder in all the mandatory fields.
11. In **the Limit Details** panel, enter the cash withdrawal limit (GBP) for the cardholder in the **Cash Withdrawal** Limit field.

    The value in the **Cash Withdrawal Limit Refresh Period** field is automatically selected for the cardholder. The cash withdrawal limit can be daily, weekly or monthly.
12. Click **Submit.**

Add / Amend Administrator user

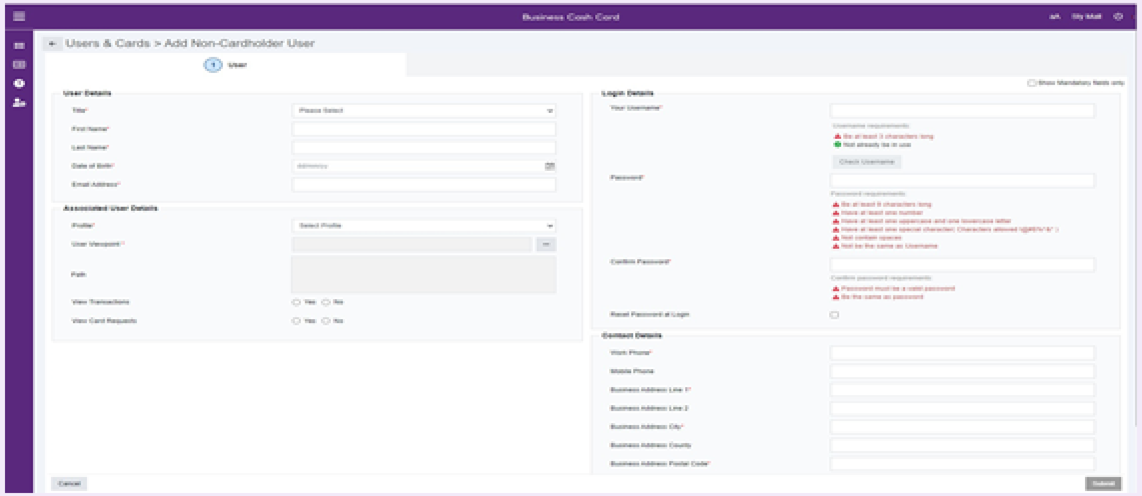
The **Add Non-Cardholder User** page allows you to add a non-card user. This can be a Company or Branch Administrator.

To add a non-card user, follow these steps:

1. Click + Add on the upper-right corner of the **Users & Cards** screen and select **Add Non-Cardholder User**. The **Add Non-Cardholder** User page displays.
2. In the **User Details** panel, enter the user details in all the mandatory fields, marked with an asterisk.
3. In the **Associated User Details** panel, click the **Profile** drop-down box and select a user profile from the below options:
   - Branch Administrator
   - Cardholder
   - Company Administrator

   Note: *You should only select an administrator type profile in this field.*
4. In the **User Viewpoint** field, click ··· . The **Edit User Viewpoint** dialog-box dis- plays.
5. Select the viewpoint you want to set for the user on the portal. You can also search for the appropriate viewpoint from the **Search** box within the **Edit User Viewpoint** dialog-box.

   Note: *When creating a branch administrator, ensure that the user's viewpoint is at the correct branch.*
6. Click **Select** to return to the **Add Non-Cardholder** User page.
7. In the **View Transactions** field, select the Yes so that the user is allowed to view the transactions of the cardholders in the company or branch.
8. In the **View Card Requests** field, select Yes for an administrator type user. This allows them to see the requests of the cardholders in the company or branch.
9. In the **Login Details** panel, enter a user name in the Your Username field. Follow the requirements given below the field.
10. Enter a password for the user in the **Password** field by following the requirements given below the field.



11. Confirm the password in the **Confirm Password** field. You must follow the requirements given below the field.

    Note: *This is a first time password only and the user is required to change it the first time they log in.*
12. In the **Contact Details** panel, enter the contact details of the user in all the mandatory fields.
13. Click **Submit**.
14. Please note the original Administrator cannot be removed from the portal without contacting the Bank. Please raise a query via the product [FAQ page](). All other Administrators added after onboarding can be removed from the portal by amending the user status as shown on slide 30.

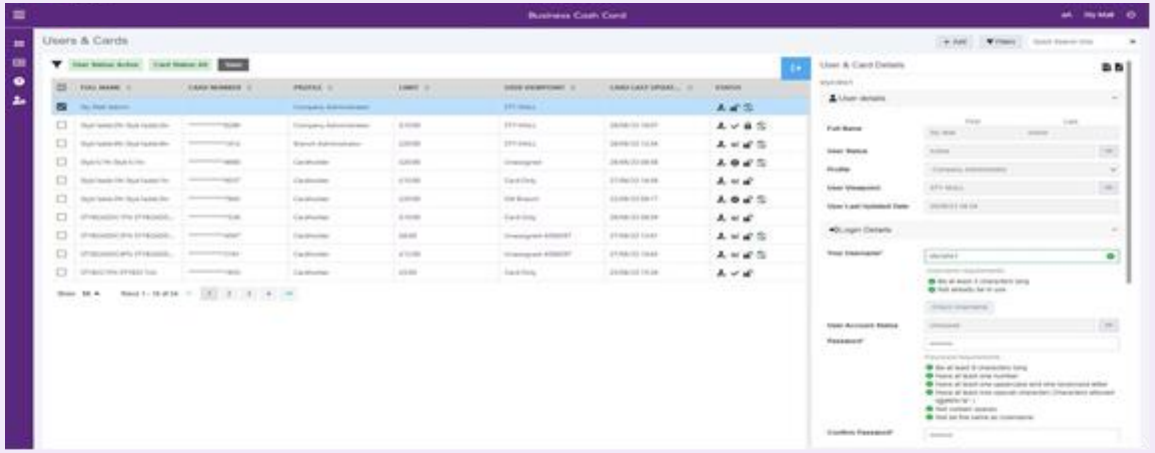
User & Card details window

The **User & Card Details** window allows you to view and manage the cards and the users. You can use the **Useful Links** section on the window to perform various tasks related to the user and card administration.

Note: *Click* ***Submit*** *after you make any changes in the* ***User & Card Details*** *window to confirm you changes.*

You can click in the top-right of the window to trace the user activities and to view the full details of a user and cards.

To access the **User & Card Details** window, select a user profile in the **Users & Cards** screen.

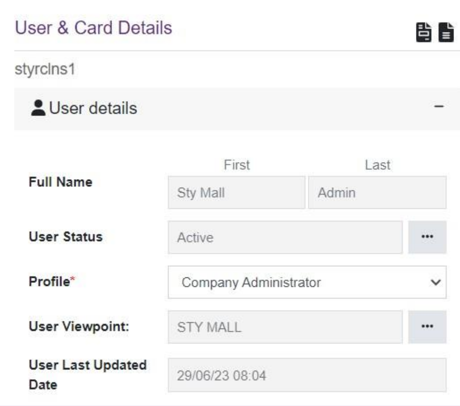


User Details, Card Details, Login Details, Contact Details, Spend Limits and Useful Links

The User & Card Details window is divided into six sections:

- User Details
- Card Details
- Login Details
- Contact Details
- Spend Limits
- Useful Links

Note: To view the detailed step-by-step procedures on the tasks you can perform in the above sections, refer to the Users & Cards – Full Details Screen section below



User Details

The **User Details** section allows you to view and manage the user details.
You can view the below details on this section:

- Full Name

  Note: *The first name and last name cannot be updated through the Business Cash Card portal and the user must contact the bank to update them.*

- User Status
- Profile
- User Viewpoint
- User Last Updated Date

You can update the User Status and User Viewpoint by clicking on and following the steps on the dialog boxes that appear.

Note: ***You cannot change the user status to expire if the user has an active card.***

You can change the user profile by clicking on the Profile drop-down box and selecting a new profile. The profile can be:

- Branch Administrator
- Cardholder
- Company Administrator

User Details, Card Details, Login Details, Contact Details, Spend Limits and Useful Links - Continued

User Details

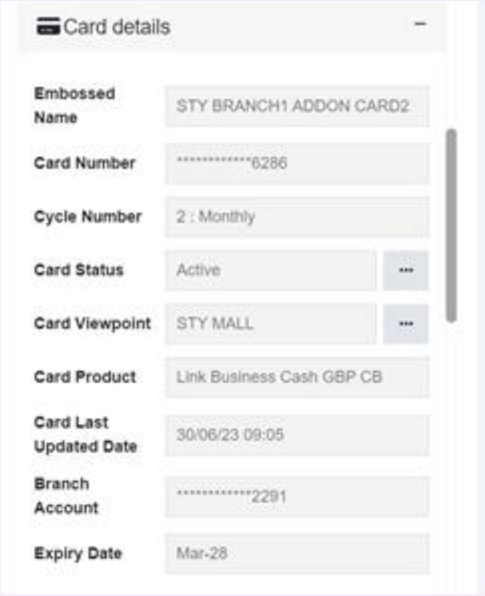
The **Card Details** section allows you to view and manage the card details of the user.

You can view the below details on this section:

- Embossed Name
- Card Number
- Cycle Number
- Card Status
- Card Viewpoint
- Card Product
- Card Last Update Date
- Branch Account
- Expiry Date

You can update the Card Status and Card Viewpoint by clicking on ··· and following the steps on the dialog boxes that appear.

From the Card Status dialog box, you can close a card, suspend a card either permanently or temporarily or mark a card as lost or stolen.



User Details, Card Details, Login Details, Contact Details, Spend Limits and Useful Links - Continued

Login Details

The Login Details section allows you to view and manage the login details of the user.

You can view the below details on this section:

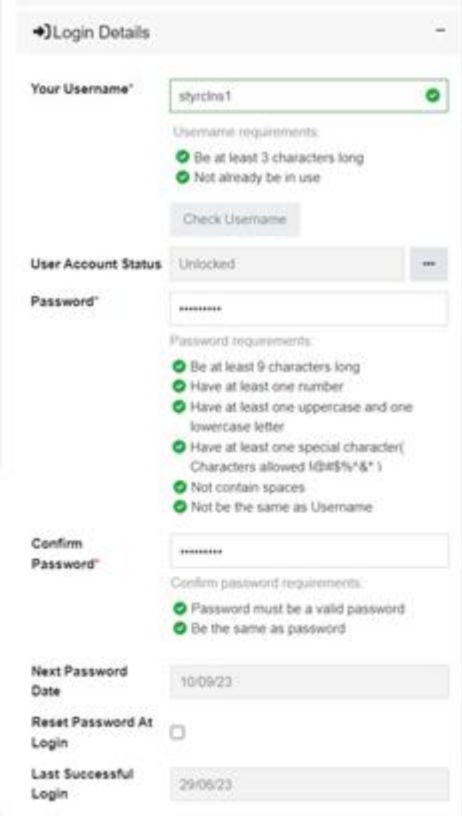
- Username
- User Account Status
- Password
- Next Password Date
- Last Successful Login

You can update the password by entering a new password in the **Password** field and confirming it in the **Confirm Password** field.

You can change the User Account Status on the Business Cash Card portal by clicking on ··· and following the steps on the dialog box that appears. The user account status can be: Locked, Unlocked and Generate New Password. The last option sends an email to the user with a one-time only password that the user can use to login and later create a new password.

If a user locks themselves out due to inactivity or due to entering incorrect login details three times, they can be unlocked from the dialog box.

You can select the **Reset Password At Login** check box to enable the user to change the password the next time they log in.



User Details, Card Details, Login Details, Contact Details, Spend Limits and Useful Links - Continued

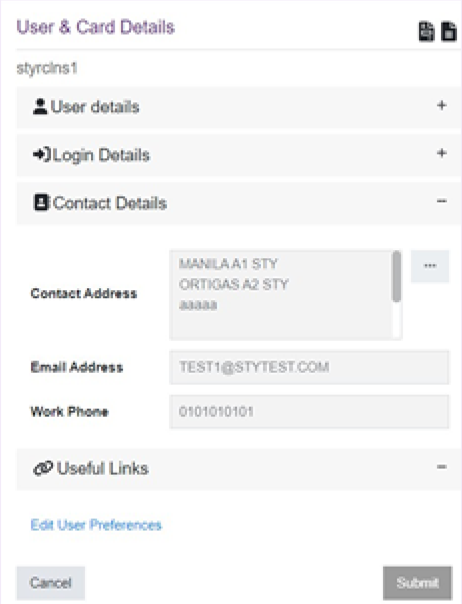
Contact Details

The **Contact Details** section allows you to view and manage the residential address of the user.

You can view the below details on this section:

- Contact Address
- Email Address
- Work Phone

You can update the contact address by clicking on ··· and following the steps on the dialog box that appears.



Spend Limits

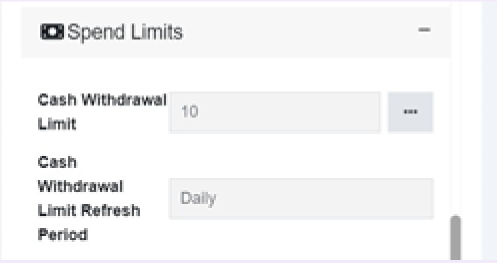
The **Spends Limits** section allows you to view and manage the cash withdrawal limits for the card.

You can view the below details on this section:

- Cash Withdrawal Limit
- Cash Withdrawal Limit Refresh Period

if there is a temporary cash withdrawal limit on a card, you can also see it in this section, along with the expiry date of the temporary limit.

You can update the cash withdrawal limit by clicking on ··· and following the steps on the dialog box that appears.

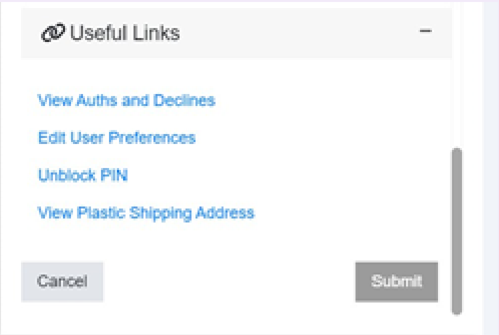


User Details, Card Details, Login Details, Contact Details, Spend Limits and Useful Links - Continued

Useful Links

The **Useful Links** section allows you to perform various tasks related to the user and card administration. You can click on the links in this section that opens a new window where you can perform various tasks related to the user and card administration.

The tasks that you can perform from these links have been explained in detail in the sections below.



Users & Cards – full details screen

The **Users & Card - Full Details** screen allows you to view and manage the cards and the users. It is divided into two sections with user and card information such as user details, login details, card details and limit details.

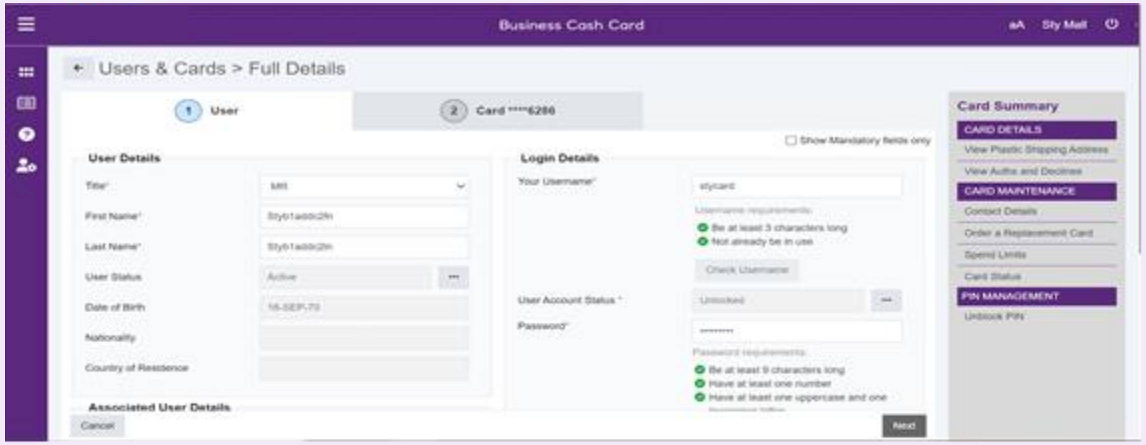
The **Card Summary** panel on the right allows you to view the shipping address, check the status of approved/declined authorization records, order a replacement card, manage the spend limits, and unblock an active PIN number.

To access the **Users & Cards - Full Details** screen, click in the **User & Card Details** window.

The Users & Cards - Full Details screen has two sections:

- User
- Card

These two sections are explained below in detail.



User section

The **User** sections allows you to view and manage the user details, associated user details and login details through the below panels:

- User Details
- Associated User Details
- Login Details

Update User Status

To update the user status in the **User Details** panel, follow these steps:

1. In the **User Status** field, click ... . The **User Status** dialog-box displays.
2. In the **Current User Status** field, the current status of the user is displayed.
3. Click the **Update User Status** drop-down box and select the status you want to assign to the user.

   Note: *You cannot change the user status to expire if the user has an active card.*
4. Click **Update** to return to the **Users & Cards - Full Details** screen.
5. Click **Next** once you have completed all the tasks in the **User** section. *The **Card** Section displays.*
6. Click **Submit.**

Update User Viewpoint

To update the user viewpoint in the **Associated User Details** panel, follow these steps:

1. In the **User Viewpoint** field, click ... *The **Edit User Viewpoint** dialog-box displays.*
2. Select the viewpoint you want to set for the user on the portal. You can also search for the appropriate viewpoint from the **Search** box within the **Edit User Viewpoint** dialog-box.

   Note: *When updating a branch administrator, ensure that the user's viewpoint is at the correct branch.*

   Note: *By default all cardholders will have a viewpoint of **Card Only**. This means that they will only have access to view their own card.*
3. Click **Select** to return to the **Users & Cards - Full Details** screen.
4. Click **Next** once you have completed all the tasks in the **User** section. *The Card Section displays.*
5. Click **Submit.**

User section - Continued

Update Login Details

To update the user's login details in the **Login Details** panel, follow these steps:

1. In the **Your Username** field, enter a user name if you want to change the user name. Follow the requirements given below the field.
2. In the **User Account Status** field, click if you want to change the user account status on the portal. *The **User Account Status** dialog-box displays.*
3. In the **Current Status** field, the current status of the user account is displayed.
4. Click the **Update Status** drop-down box and select the status you want to assign to the user account.
5. Click **Update** to return to the **Users & Cards - Full Details** screen.
6. In the **Password** field, enter a new password for the user if you want to change the password.

   Follow the requirements given below the field.
7. Confirm the new password in the Confirm Password field. You must follow the requirements given below the field.
8. Select the Reset Password at Login check box if you want the user to reset the password they next time they login.
9. Click Next once you have completed all the tasks in the User section. The Card Section displays.
10. Click Submit.

Card section

The **Card** sections allows you to view and manage the card details, contact details and limit details through the below panels:

- Card Details
- Contact Details
- Limit Details

Update Card Status

To update the card status in the **Card Details** panel, follow these steps:

1. In the Card Status field, click ... . *The **Card Status** dialog-box displays.*
2. In the **Account Change** panel, click the **Change To** drop-down box and select the status you want to assign to the account.

   The account status can be:

   - Closed
   - Suspended
   - Lost/Stolen
3. Click the **Reason** drop-down box and select the reason for change. The reason that displays in the **Reason** drop-down box depends upon the accounts status selected in the **Change To** drop-down box.

   Note: *When changing the status to **Lost/Stolen**, if you select a reason that includes **PIN Compromised**, a new PIN is created for the replacement card. The Cardholder can view this PIN for the new card the next time they log in.*
4. In the **Reset After** filed, select the time after which you want the account to reset to active status.

   Note: *This field is only relevant when suspending a card.*
5. In the **Comment** panel, enter a comment in the **Comment** field if you want to add a comment.
6. Click **Submit** to return to the **Users & Cards - Full Details** screen.
7. Click **Submit**.

Update Card Viewpoint

To update the Card viewpoint in the **Card Details** panel, follow these steps:

1. In the **Card Viewpoint** field, click ... . *The **Edit Card Viewpoint** dialog-box displays.*
2. Select the viewpoint you want to set for the card on in the portal. You can also search for the appropriate viewpoint from the **Search** box within the **Edit Card Viewpoint** dialog-box.

   Note: *The card's viewpoint should always be the same as its branch.*
3. Click **Update** to return to the **Users & Cards - Full Details** screen.
4. Click **Submit**.

Card section - continued

Update Contact Details

To update the user's contact details in the **Contact Details** panel, follow these steps:

1. In the **Contact Address** field, click ... . The ***Change Contact Details*** dialog-box displays.
2. In the **Contact Information** panel, you can change the email address, work phone and Mobile phone details. You can only update the residential address of the cardholder. All other addresses can be viewed only.

   Note: *The email address must be unique within a company.*
3. In the **Contact Details** panel, select an address type you want to view or update from the **Please select an Address to View or Update** drop-down box and update the details in the below fields:
   - Address Line 1
   - Address Line 2
   - City
   - County
   - Postal Code
   - Country
4. Click **Submit** to return to the **Users & Cards - Full Details** screen.
5. Click **Submit**.

Update Limit Details

To update the user's spend limit details in the **Limit Details** panel, follow these steps:

1. In the **Cash Withdrawal Limit** field, click ... . *The **Update Spend Limits** dialog- box displays.*
2. In the **Limit Details** panel, you can update the cash withdrawal limit in the **Cash Withdrawal Limit** field.
3. In the **Temporary Withdrawal Limit** field, you can enter a temporary withdrawal limit for the user.
4. In the **Runtime** field, you can specify the number of days / weeks / months to set the temporary limit for, depending on your company's Cash withdrawal Frequency.

   Note: *Once you submit a temporary withdrawal limit and runtime, the expiry date of the temporary limit will be displayed. This is the date when the temporary limit will be **removed** and the original withdrawal limit will be restored.*
5. You can click **Cancel Temporary Withdrawal Limit** to cancel the temporary withdrawal limit for the user.
6. Click **Submit** to return to the **Users & Cards - Full Details** screen.
7. Click **Submit**.

Card summary panel

The **Card Summary** panel on the right of the **Users & Cards - Full Details** screen is divided into three sections:

- Card Details
- Card Maintenance
- Pin Management

Card Details

This section allows you to view the plastic shipping address and the authorisations and decline details.

Card Maintenance

This section allows you to update the contact details, order a replacement card for the user, update the spend limits and the card status.

Pin Management

This section allows you to unblock a PIN number for a user.

View plastic shipping address

The **View Plastic Shipping Address** function allows you to view the current shipping address for a card.

Click **View Plastic Shipping Address** link from the **CARD DETAILS** section on the **Card Summary** panel to view a plastic card's shipping address on the RBS portal. The **View Plastic Shipping Address** page displays.

Account Details

This section displays the masked card number and the name embossed on the card.

Contact Details

This section displays the contact information such as company name and address details.

Plastic Shipping Address

This section displays the alternate shipping address details.

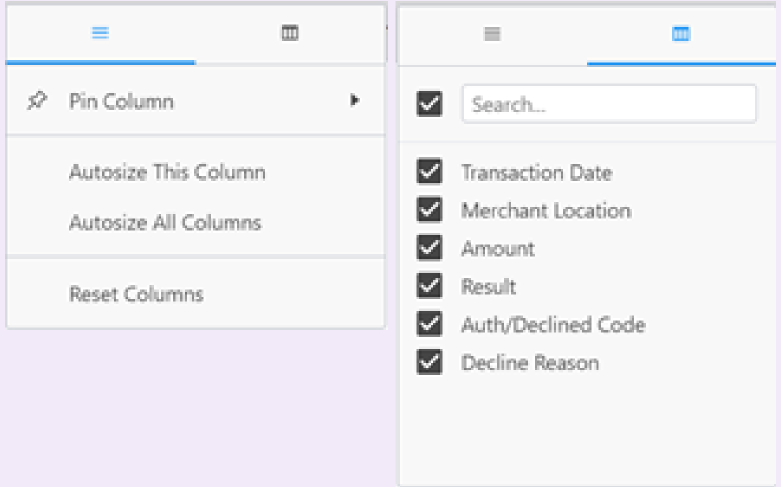
View authorisations and declines

The **View Auths and Declines** function allows you to view the authorization status. To view an approved or declined authorization on the RBS portal, follow this step:

1. Click the **View Auths and Declines** link from the **CARD DETAILS** section on the **Card Summary** panel. *The **View Auths and Declines** page displays.*

   Optional: Click on any of the field label to sort the authorizations.

   Optional: Hover the mouse pointer on any of the field label, and click to display the following options to:
   - Format the table
   - Include or exclude fields on the View Auths and Declines as required.



Contact details

The **Contact Details** function allows you to view and update the contact details for a card.

Click the **Contact Details** link from the **CARD MAINTENANCE** section on the **Card Summary** panel. *The **Change Contact Details** page displays.*

Note: *To view the detailed step-by-step procedures on the tasks you can perform in the **Change Contact Details** page, refer to the **Update Contact Details** section under **Users & Cards – Full Details Screen**.*

Order a replacement card

The portal allows you to order replacement cards if you need a new card.

To do this follows these steps:

1. Navigate to the card summary page .
2. On the far right click Order a Replacement Card Order a Replacement Card .
   (see figure 1 for example)
3. A screen will then appear where you can order a new business card.
   (see figure 2 for example)
4. Check the details for the new card you are going to order on the screen.
5. Then select shipping address using the drop down box then Please Select .
6. Click Submit Submit .

The replacement card will then be delivered to the shipping address that you selected.

Optional:

- There is a comments box where you can give detail about why new card is needed.

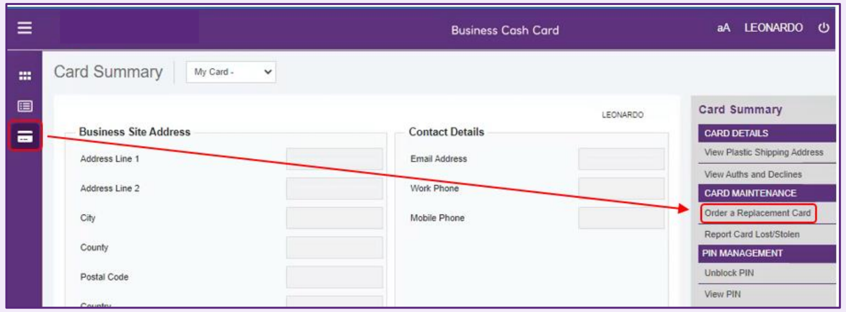


Figure 1

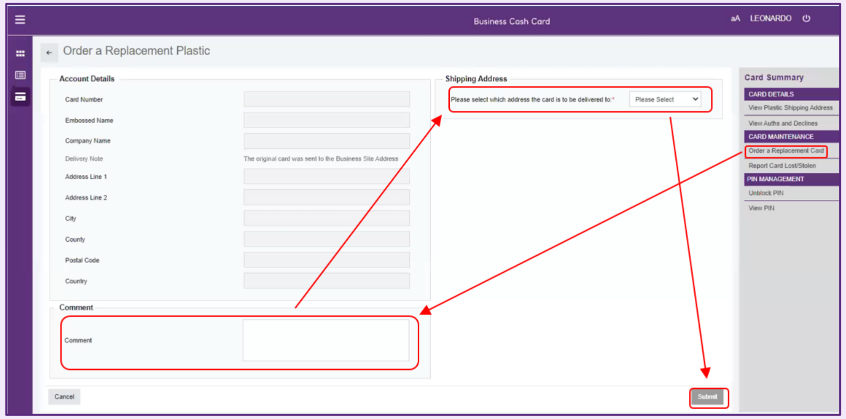


Figure 2

Spend limits

The **Spend Limits** function allows you to view and update the cash withdrawal limits for a card.

Click the **Spend Limits** link from the **CARD MAINTENANCE** section on the **Card Summary** panel. *The **Update Spend Limits** page displays.*

Note: *To view the detailed step-by-step procedures on the tasks you can perform in the **Update Spend Limits** page, refer to the **Update Limit Details** section under **Users & Cards – Full Details Screen.***

Card status

The **Card Status** function allows you to view and update the status for a card.

Click the **Card Status** link from the **CARD MAINTENANCE** section on the **Card Summary** panel. *The **Change Card Status** page displays.*

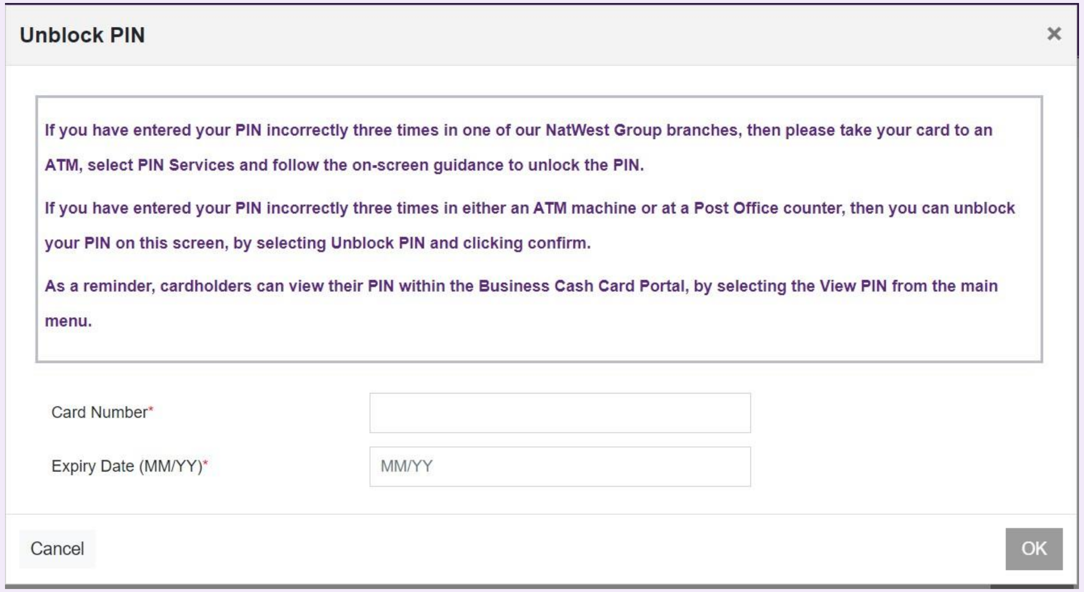
Note: *To view the detailed step-by-step procedures on the tasks you can perform in the **Change Card Status** page, refer to the **Update Card Status** section under **Users & Cards – Full Details Screen.***

Unblock PIN

The **Unblock PIN** function allows you to unblock the PIN number of a card if it has been blocked at an ATM or post office. If the card has been blocked at a RBS branch, the PIN must be unblocked at an ATM.

To unblock a PIN number of a card on the RBS portal, follow these steps:

1. Click the **Unblock PIN** link from the **PIN MANAGEMENT** section on the **Card Summary** panel. *The **Unblock PIN** window displays*.
2. Enter the 16-digit card number in the **Card Number** field.
3. Enter the expiry month and year details available on the card in the **Expiry Date** field.
4. Click **OK** to unlock the PIN number.

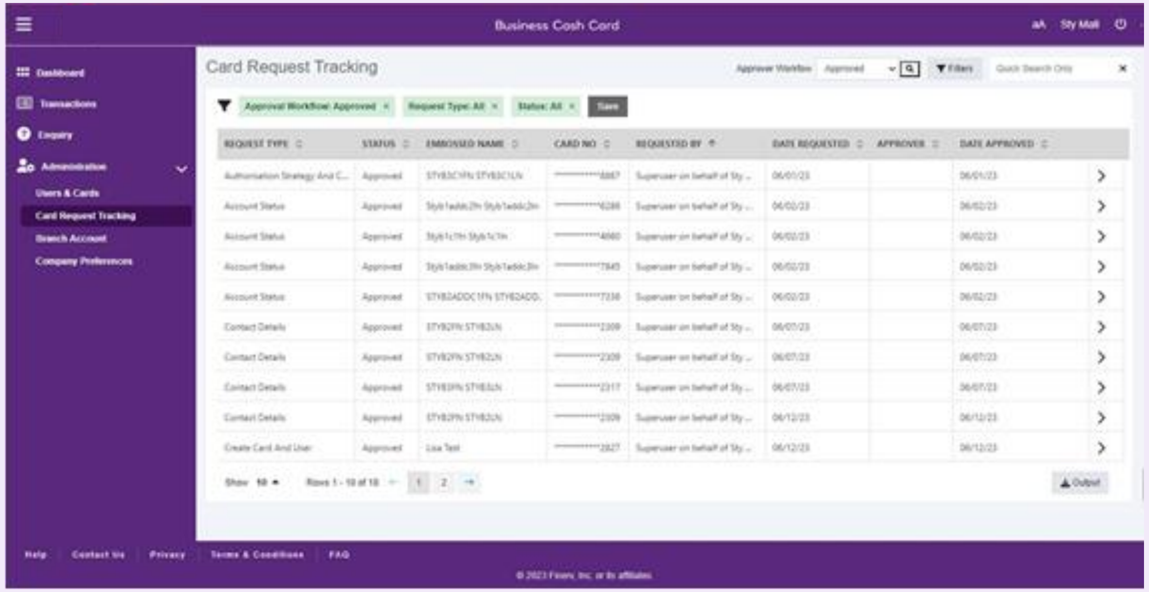


Card request tracking

Card request tracking

The **Card Request Tracking** screen displays all requests received for the user accounts of a company in real-time.

To access the **Card Request Tracking** screen, click **Administration** > **Card Request Tracking**



View requests using filters or quick search

The **Card Request Tracking** screen displays the account updates with the change status (successful or unsuccessful) of all the users in a company using the filter/search option and export it to a spreadsheet.

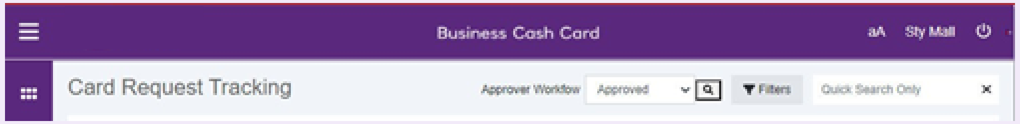
The following request types display on the **Card Request Tracking** screen:

- Spend limits
- Contact details
- Account status
- Card replacement
- Create new card
- Create new card and user

To view a specific account change on the RBS portal, follow these steps:

1. Enter a keyword on the quick search text box or click **Filters** and select either a pre- saved filter option or select a combination of fields such as change requester name or approver name from the **Add New Filter** drop-down.

   Note: *You can save the filter options selected in case you want to use the same options in the future. You can select and apply the filter name from the **Saved Filters** drop-down box once you save the filter.*



2. Click **Apply** to search for the required change details. The change details displays.

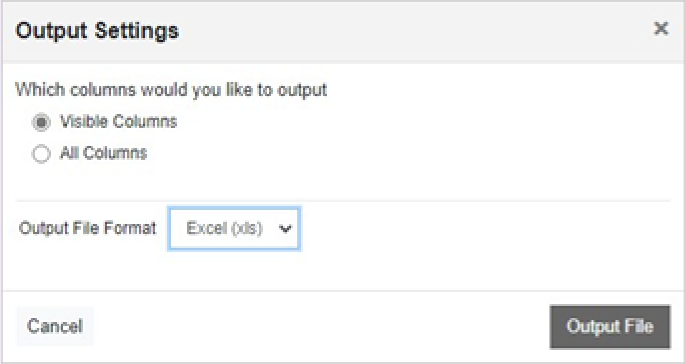
   Optional: Click on any of the field label to sort the transactions

Export request details to a spreadsheet

The Card Request Tracking screen allows you to export the change request details of all the users in a company.

To export change request details that are displayed on the Card Request Tracking screen to a Microsoft Excel spreadsheet on the Business Cash Card portal, follow these steps:

1. Search for a specific change detail using the **Filters** option or quick search text box on the top-right.
2. Click **Apply** to search for the required change details. The change details display.
3. Click **Output**. The **Output Settings** window displays.
4. Select either the visible rows/columns or all the available rows/columns options to include in the output.
5. Click **Output File**. A spreadsheet with the change details is downloaded.



Change request log detail

The **Card Request Tracking** screen allows you to view the changes in detail for a specific change request of a user in the company.

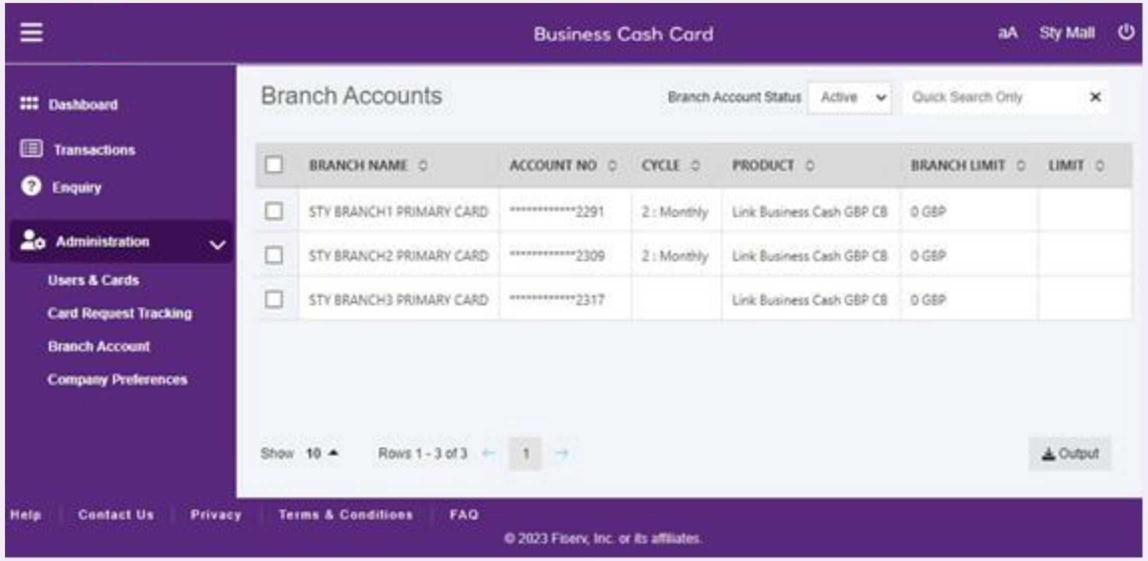
Click > on the **Card Request Tracking** screen grid. The card request details page displays a log with the before and after change details recorded.

Branch accounts

Branch accounts

The **Branch Accounts** screen displays all active branch accounts. It allows you to manage branch details and export it to a Microsoft Excel spreadsheet.

To access the **Branch Accounts** screen, click **Administration** > **Branch Accounts**.



View/manage branch accounts

The **Branch Accounts** screen allows you to view the list of branch accounts in a company using the search option, and export it to a spreadsheet.

To view or manage a branch account on the RBS portal, follow these steps:

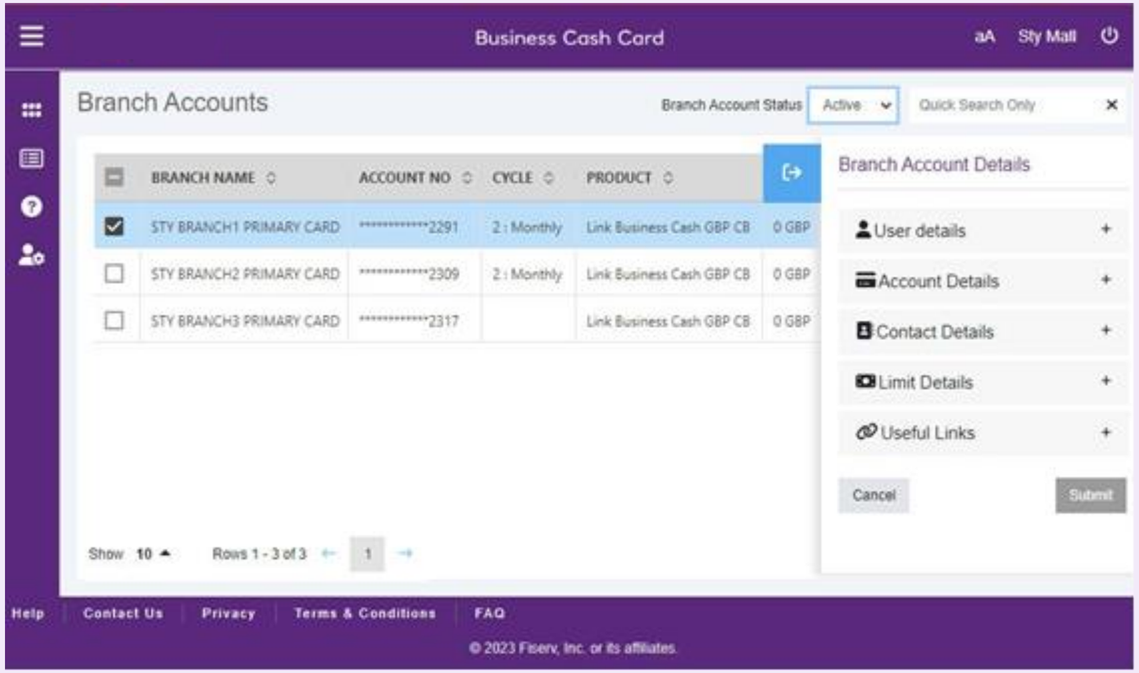
1. Select the checkbox of a specific branch account. The **Branch Account Details** pop-up window displays on the right.
2. Click ··· to update the branch account details such as, account status and branch account-hierarchy, contact address, and the cash withdrawal limit set, as required in their respective sections.

Note: *Contact your bank for any account status changes.*

1. Click **Submit**. The branch account details are updated successfully.

2. Click to exit or hide the **Branch Account Details** pop-up window.

Note: *You can view the authorization status of a selected branch account (approved and declined authorizations) under the* ***Useful Links*** *section in the* ***Branch Account Details*** *pop-up window on the right.*



Branch details

The Branch Details window is divided into five sections:

- Account Details
- Contact Details
- Limit Details
- Useful Links

Account Details

The **Account Details** section allows you to view the branch account details. You can view the **Account Status** and update **Account Viewpoint** by clicking on ··· .

Contact Details

The **Contact Details** section allows you to view and manage the business site address of the branch account. You can update the contact address by clicking on ··· .

Limit Details

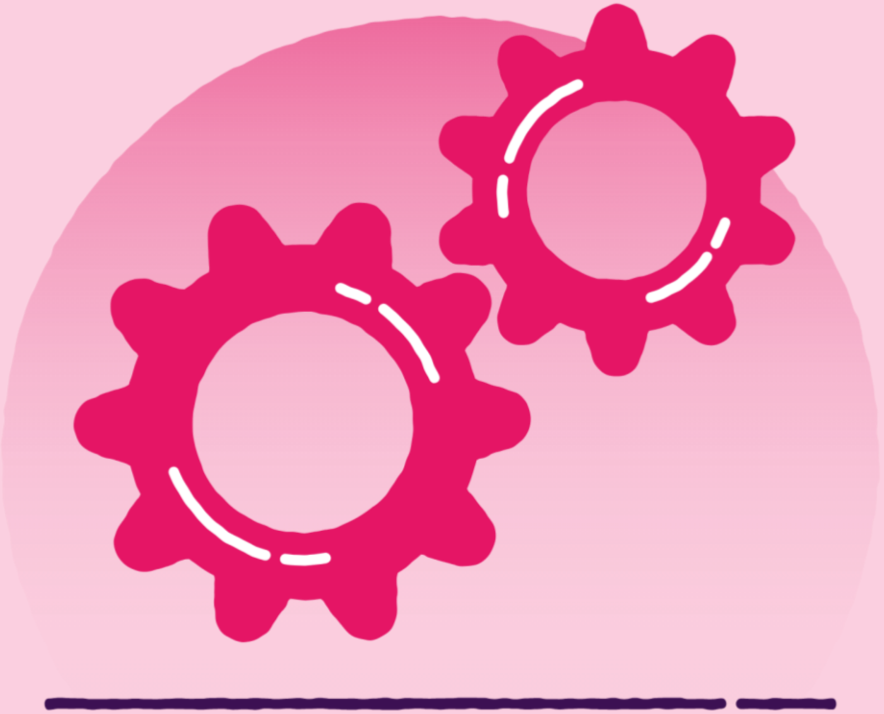
The **Limit Details** section allows you to view and manage the spend limits of the branch account. You can update the cash withdrawal limit and temporary withdrawal limit for the branch by clicking on ··· .

Note: *In the **Temporary Withdrawal Limit** field, you can enter a temporary withdrawal limit for the selected branch account and specify the number of days / weeks / months to set the temporary limit for, depending on your company's cash withdrawal frequency in the **Runtime** field.*
*Click **Cancel Temporary Withdrawal Limit** to cancel the temporary withdrawal limit for the branch account anytime.*

Useful Links

The **Useful Links** section allows you to perform various tasks related to the branch account. You can click on the link(s) in this section from which you can perform various tasks related to the branch account.

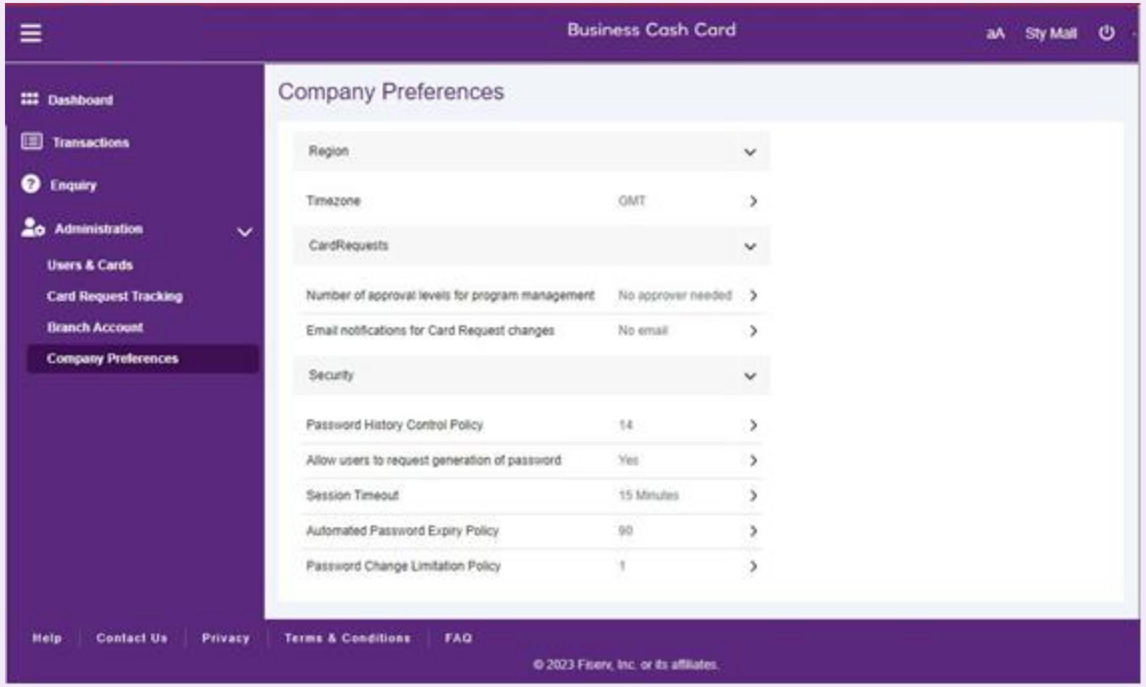
Company preferences



Company preferences

The **Company Preferences** window allows the Company Administrator to modify some of the common profile settings for all the users in a company.

To access the **Company Preferences** screen, click **Administration** > **Company Preferences**



Modify company preference settings

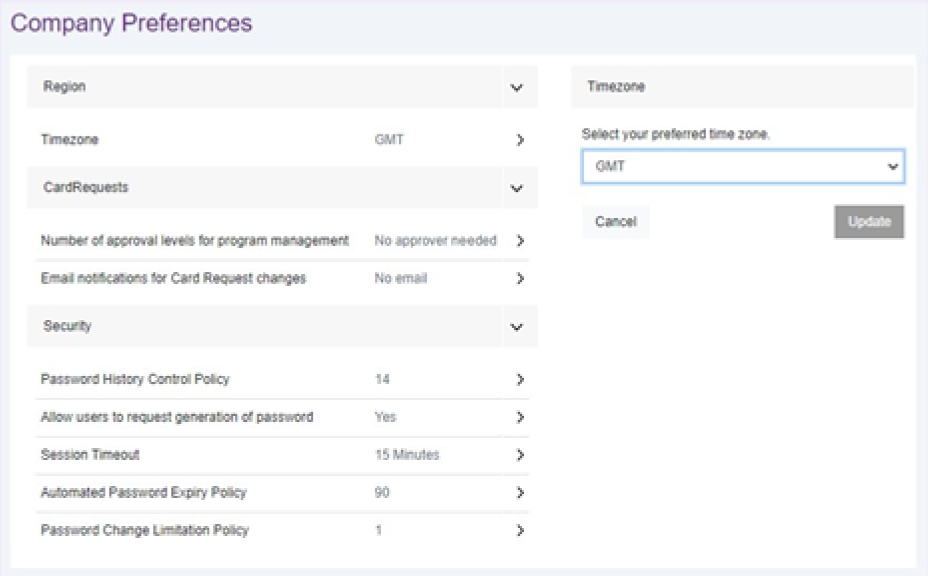
The **Company Preferences** window allows the Company Administrator to modify some of the common profile settings for all the users in a company.

To access the **Company Preferences** screen, click **Administration** > **Company Preferences**

To update settings of your company on the RBS portal, follow these steps:

1. Select the settings you wish to update for all the users in your company. For example, time zone or session timeout period.
2. Click **Update** to save your changes.

Note: *You may not have access to change some of the profile settings (Example: Password Change Limitation Policy).*



Thank you

TOMORROW BEGINS TODAY

Royal Bank of Scotland