



Royal Bank
of Scotland



Royal Bank of Scotland Business **Cash Card**

Administrator User Guide

TOMORROW BEGINS TODAY

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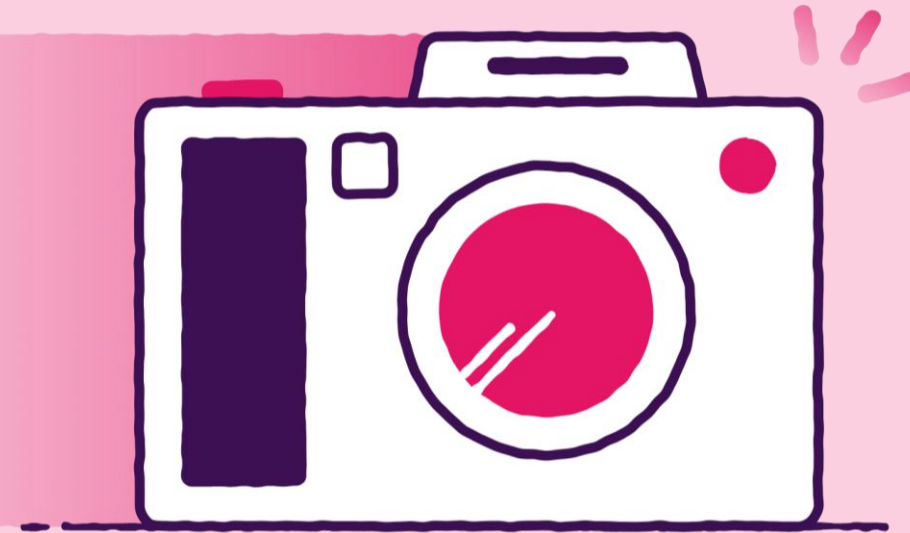
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Introduction

This guide outlines the key features and actions available to Administrators using the Business Cash Card portal. To access these functions, you must be logged in with an Administrator profile.

As an Administrator, you can:

- * Create and manage users and cards for your company, including assigning roles.
- * Assign card withdrawal limits in real time to reflect changing business needs.
- * Search and filter card transactions (both deposits and withdrawals) across any time period. You can also export this data to a spreadsheet for reporting or analysis.
- * View and maintain logs of both approved and rejected card transactions to ensure smooth processing and oversight.
- * Report lost or stolen cards immediately or take action to suspend them.
View multiple sites or departments card activity
- * Run detailed reports to support financial tracking and spend.



Login



Registration for the Business Cash Card portal

When you log in for the first time, you'll need to set up Multi-Factor Authentication (MFA). This helps keep your account secure.

To get started, go to the portal page below, then follow the steps to register and verify your identity:

Follow the below steps to register yourself:

1. Go to the **Business Cash Card Portal** login screen.
www.rbs.co.uk/business/cards/cash-card.html
2. Enter username, password, and last four digits of the phone number you provided on the application form and click **Login**.
3. You'll have the option to change your temporary password provided by the Bank at this stage.
4. Click **Accept** in the **Notice** dialogue box.

Login

For existing users

Please enter your Password.

.....

Forgotten Password?
Forgotten your username?

Cancel

Login

Register

For new users

Please select your role:

Select

Continue

Notice

You are required to register for Multi Factor Authentication in order to continue using this Online Card Management application. If you have any questions, please contact your Administrator.

Accept

Decline



Registration for the Business Cash Card portal (Cont.)

5. You will be prompted with a welcome message and your registered email ID. Click **Login** to proceed. If your email ID is incorrect, you need to contact the Business Cash Card team through:
Businesscashcard@rbs.com
6. If the email ID is correct, you need to set up five security questions. Please make sure each answer is different for each security question as this helps keep your profile more secure.
7. Once you've set up your security questions, you'll be logged into the application automatically

The image displays two screenshots of the Business Cash Card portal registration process. The top screenshot shows the 'Login' and 'Register' options. The 'Login' section includes a welcome message, a text input field for an email address (pre-filled with 'noreply@rbs.co.uk'), and 'Cancel' and 'Login' buttons. The 'Register' section is for new users, featuring a role selection dropdown and a 'Continue' button. The bottom screenshot shows the 'Login' section where users must select and answer five security questions. Each question is represented by a dropdown menu for the question and two text input fields for the answer and its confirmation. 'Cancel' and 'Login' buttons are at the bottom.

Login

Welcome to the MFA enrollment process. If your E-Mail address below is incorrect, please do not proceed and contact your Administrator

noreply@rbs.co.uk

Cancel Login

Register

For new users

Please select your role:

Select

Continue

Login

Please select the security question and answer

Choose Security Question 1	Answer	Confirm Answer
Choose Security Question 2	Answer	Confirm Answer
Choose Security Question 3	Answer	Confirm Answer
Choose Security Question 4	Answer	Confirm Answer
Choose Security Question 5	Answer	Confirm Answer

Cancel Login



First time log in to the portal

Follow the below steps after you have successfully registered on to the portal:

1. Go to the **Business Cash Card Portal** login screen.
www.rbs.co.uk/business/cards/cash-card.html
2. Enter your username and password.
3. Enter the OTP (One Time Passcode) that was sent to your email address from
noreply@rbs.co.uk
4. After you've logged in successfully, you'll use your username and password each time you log in from now 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 amend browser.

The screenshot shows two side-by-side panels. The left panel is titled 'Login' and is for existing users. It displays the email address 'all*****@fiserv.com' and a message 'Enter the OTP you received.' Below this is a text input field with a red error message 'Please enter valid OTP.' and a 'Cancel' button. The right panel is titled 'Register' and is for new users. It has a dropdown menu for 'Please select your role:' with 'Select' as the current option and a 'Continue' button. A session timeout notice 'Your session will time out in 14:41' is at the bottom of the login panel.

The screenshot shows an email interface. The sender is 'NatWest OTP <noreply@NatWest.com>' with a circular logo containing 'NW'. The recipient is 'To:'. The email content says 'Your passcode is:' followed by a text input field. At the bottom are 'Reply' and 'Forward' buttons. The email was received on 'Wed 20-Sep-23 2:06 PM'.



Forgotten password

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

1. Click 'Forgotten Password?' link on the log on screen.
www.rbs.co.uk/business/cards/cash-card.html
 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. Enter the **OTP** received on your registered **Email Address**.
- Note:** if you have forgotten the answers to your security questions contact your Administrator or Business Cash Card team.

Login	Register
For existing users	For new users
Username 	Please select your role: Select
Forgotten Password? Forgotten your username?	

Forgot Password?

Please fill out your details below.

Please enter your Username. 	Please enter your Email Address.
---	--

Please enter your Card Number.

● Leave blank if you don't have a card.

Forgot Password?

Please fill out your details below.

What was the first live concert you attended?

What was the name of your first pet?



User preferences

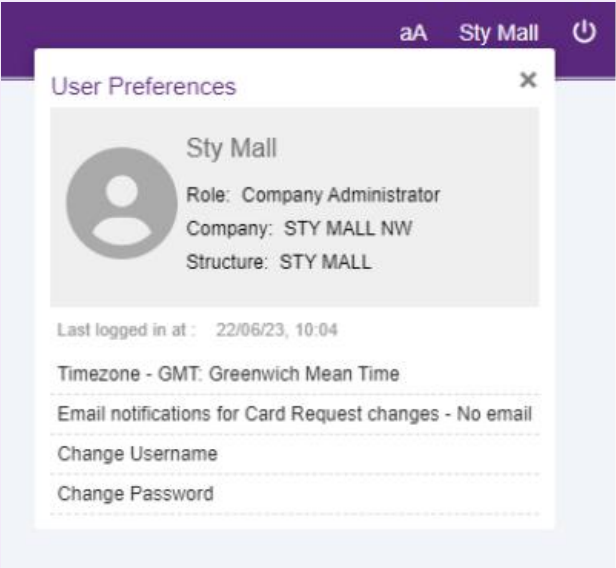


User preferences

The **User Preferences** window allows the Administrator to modify their own profile settings.

To access the **User Preferences** window, click the username on the **Menu bar**.

1. Click the username on the right of the **Menu Bar**.
2. Select the settings you wish to update. Settings that can be updated include Time Zone, Passwords, Username and E-Mail Notifications.
3. Click **Update** to save your changes.



Change Password

Password Rules:

1. The user name and password cannot be the same.

2. The password must be a minimum of 12 characters long.

3. The password must contain the following:

a. Special Character(Characters allowed !@#%&^*)

b. Uppercase letter

c. Lowercase Letter

d. Number

4. The password cannot contain any spaces.

5. You cannot use any of your previous 14 passwords.

Current Password

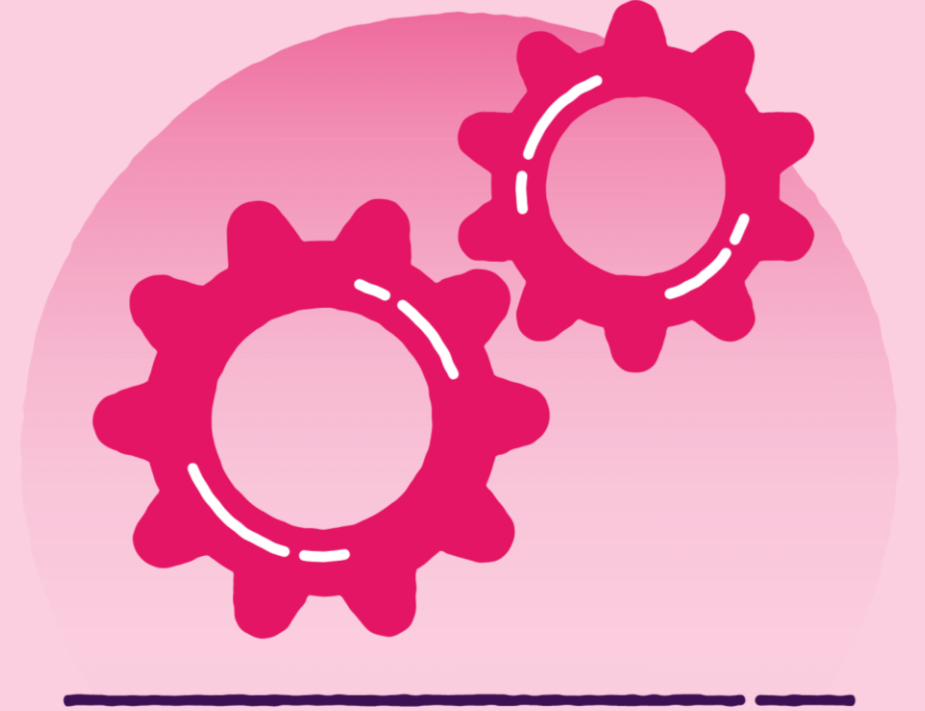
New Password

Confirm Password

Cancel

Update

Company preferences

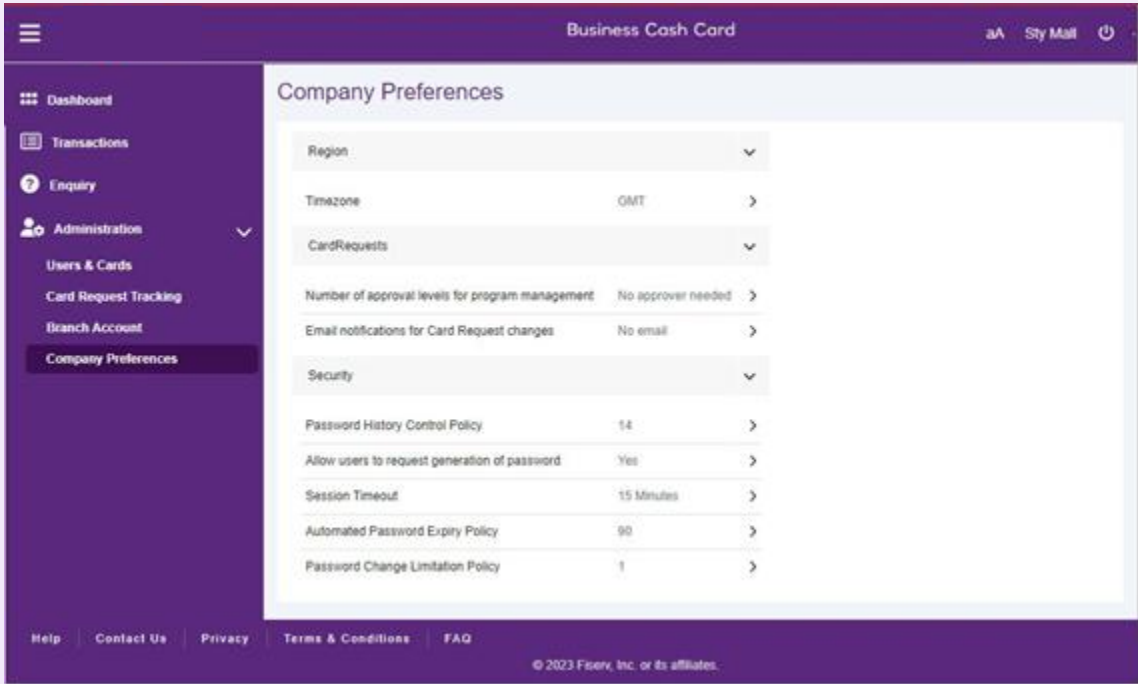


Company preferences

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

It can only be accessed by Super Administrators.

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



Modify company preference settings

The **Company Preferences** window allows Super Administrators 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 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).

Company Preferences

Region

Timezone

GMT

CardRequests

Number of approval levels for program management

No approver needed

Email notifications for Card Request changes

No email

Security

Password History Control Policy

14

Allow users to request generation of password

Yes

Session Timeout

15 Minutes

Automated Password Expiry Policy

90

Password Change Limitation Policy

1

Timezone

Select your preferred time zone.

GMT

Cancel

Update



Setup Dual Administration

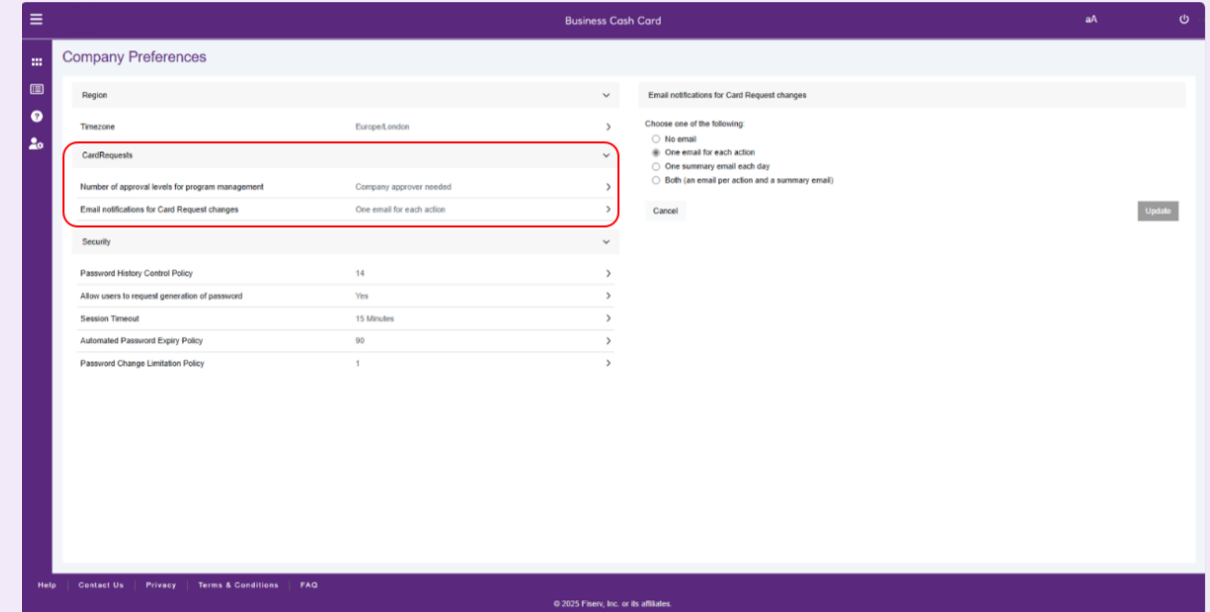
Dual Administration is a setting on portal that requires an Administrator to approve the below actions before they take effect on the portal.

- ➔ Add New Cardholders
- ➔ Add Card to Existing users
- ➔ Add Administrator
- ➔ Change Cardholder Contact Details
- ➔ Change Withdrawal Limits
- ➔ Change Card Statuses
- ➔ Order Replacement for Cards

Another Administrator must review and approve them before they take effect.

Notes: for Dual Administration to work there must be at least 2 Administrators on portal.

Dual Administration also does not cover changing Administrator contact details.



The screenshot shows the 'Company Preferences' interface for 'Business Cash Card'. The 'CardRequests' section is highlighted with a red box. It contains two settings: 'Number of approval levels for program management' set to 'Company approver needed' and 'Email notifications for Card Request changes' set to 'One email for each action'. To the right, there is a section for 'Email notifications for Card Request changes' with radio button options: 'No email', 'One email for each action' (selected), 'One summary email each day', and 'Both (an email per action and a summary email)'. There are 'Cancel' and 'Update' buttons at the bottom right of this section. Below the 'CardRequests' section is the 'Security' section, which includes settings for 'Password History Control Policy' (14), 'Allow users to request generation of password' (Yes), 'Session Timeout' (15 Minutes), 'Automated Password Expiry Policy' (90), and 'Password Change Limitation Policy' (1).

Only Super Administrators can activate Dual Administration. The first Administrator set up on the portal is a Super Administrator by default and can grant Super Administrator status to others. See the **Add Administrator** section for details.

To activate Dual Administration, go to **Company Preferences** screen, by clicking **Administration > Company Preferences**.

On this screen where it says **Number of approval levels for program management** select **Company approver needed** to turn on. Likewise, Dual Administration can be switched off by clicking **No Approver Needed**.

Under Email Notifications for Card Request Changes choose whether you want notification emails sent to Administrators who can approve requests. You can also decide if they should receive one email per request or a single summary email that includes all pending requests.

Then click **Update** to save setting selected.



Setup Dual Administration

Once Dual Administration is switched on any actions which require another approver to approve will appear on the Card Request Tracking screen for the Administrator to review.

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

You can then use the filter to select **For Approval** and all the requests to approve will appear in the table:

Business Cash Card

aa | losuser1 | lostest

Card Request Tracking

Approval Workflow | For Approval | Filters | Quick Search Only

Approval Workflow: For Approval | Request Type: All | Status: All | Save

REQUEST TYPE	STATUS	EMBOSSSED NAME	CARD NUMBER	REQUESTED BY	DATE REQUESTED	APPROVER	DATE APPROVED
Add New Cardholder	For final approval	MR STYB1FN STYB1MN STYB1LN	*****8726	Superuser on behalf of Raj12nov Bbbb	18/12/24	Superuser on behalf of Raj12nov Bbbb	
Add New Cardholder	For final approval	MR STYB1FN STYB1MN STYB1LN	*****8726	Superuser on behalf of raj25novkkk ...	18/12/24	Superuser on behalf of raj25novkkk ...	
Add New Cardholder	For final approval	MR STYB1FN STYB1MN STYB1LN	*****8726	Superuser on behalf of Raj12nov Bbbb	18/12/24	Superuser on behalf of Raj12nov Bbbb	
Card Status	For final approval	MR TESTDB TEST	*****9998	Superuser on behalf of Approver 1	18/12/24	Superuser on behalf of Approver 1	
Spend Limits	For final approval	MR RAJ16DECBBB BBBB	*****1938	Superuser on behalf of testfi1 testfi	18/12/24	Superuser on behalf of testfi1 testfi	
Card Status	For final approval	MR TANUJ FFD	*****7777	Superuser on behalf of raj25novaaa ...	18/12/24	Superuser on behalf of raj25novaaa ...	
Contact Details	For final approval	MR EMAILVALID1 TEST1	*****4648	Superuser on behalf of Raj12nov Bbbb	18/12/24	Superuser on behalf of Raj12nov Bbbb	
Card Status	For final approval	MR RAJ12JUNGGG EEEE	*****4291	Superuser on behalf of Raj12nov Bbbb	18/12/24	Superuser on behalf of Raj12nov Bbbb	
Card Status	For final approval	MR SP6VI VISP6	*****5221	Superuser on behalf of Raj12nov Bbbb	18/12/24	Superuser on behalf of Raj12nov Bbbb	
Spend Limits	For final approval	MRS GOO GOOASS456	*****4945	Superuser on behalf of raj25novkkk ...	17/12/24	Superuser on behalf of raj25novkkk ...	

Show 10 | Rows 1 - 10 of 252 | 1 2 3 4 5 6 | Output

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Previous Version

Once a request is approved, it takes effect on the portal. If a request is rejected its returned to the user who submitted it, along with the reason for the rejection.



Users & Cards



Users & Cards

The **Users & Cards** screen is the main screen under the Administration button 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 an Administrator 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 other management functions.

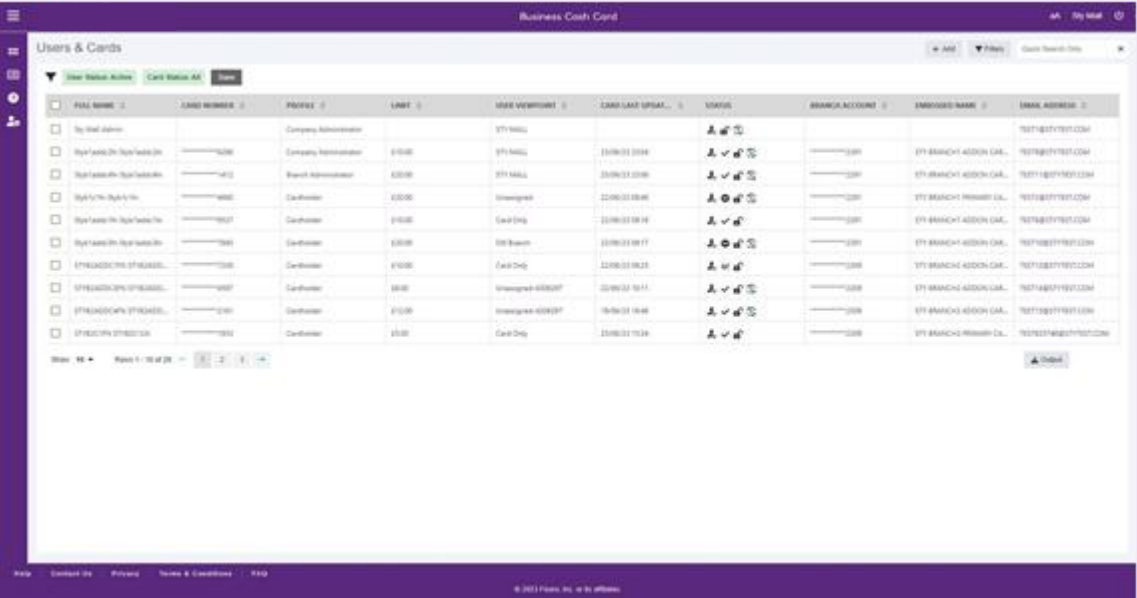
You can also export the user and card details to a spreadsheet from this screen.

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.
- * 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



FULL NAME	CARD NUMBER	PROFILE	LIMIT	USER VERIFIED	CARD LAST UPDA...	STATUS	BRANCH ACCOUNT	EMBOSSED NAME	EMAIL ADDRESS
My User Admin		Company Administrator	0	07/10/2024					70271827170271204
My User Admin	1234567890123456	Company Administrator	0	07/10/2024	15/09/21 10:46		071 BRANCH1 ADDON CAL		70271827170271204
My User Admin	1234567890123456	Company Administrator	0	07/10/2024	15/09/21 10:46		071 BRANCH1 ADDON CAL		70271827170271204
My User Admin	1234567890123456	Cardholder	0	07/10/2024	15/09/21 10:46		071 BRANCH1 PRIMARY CAL		70271827170271204
My User Admin	1234567890123456	Cardholder	0	07/10/2024	15/09/21 10:46		071 BRANCH1 ADDON CAL		70271827170271204
My User Admin	1234567890123456	Cardholder	0	07/10/2024	15/09/21 10:46		071 BRANCH1 ADDON CAL		70271827170271204
My User Admin	1234567890123456	Cardholder	0	07/10/2024	15/09/21 10:46		071 BRANCH1 ADDON CAL		70271827170271204
My User Admin	1234567890123456	Cardholder	0	07/10/2024	15/09/21 10:46		071 BRANCH1 ADDON CAL		70271827170271204
My User Admin	1234567890123456	Cardholder	0	07/10/2024	15/09/21 10:46		071 BRANCH1 ADDON CAL		70271827170271204
My User Admin	1234567890123456	Cardholder	0	07/10/2024	15/09/21 10:46		071 BRANCH1 ADDON CAL		70271827170271204

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



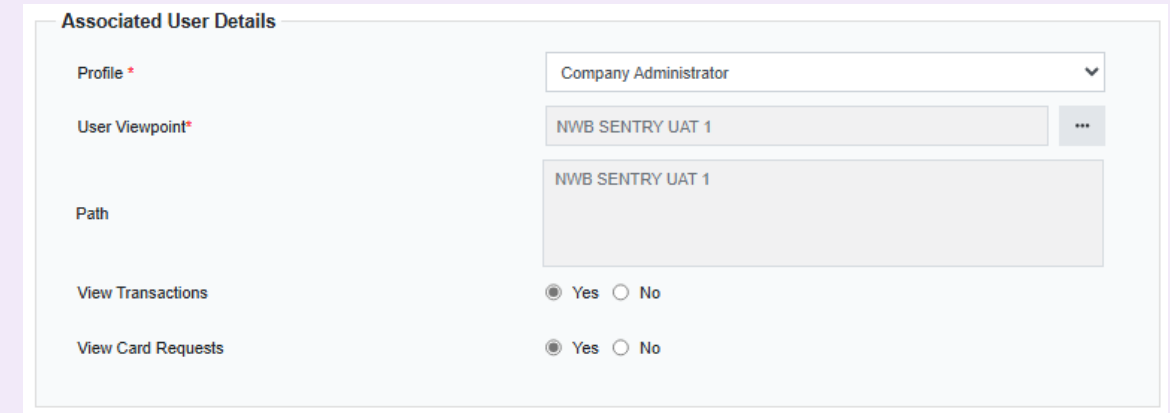
Profiles and Viewpoint

When adding or amending user records on the portal it will ask what profile you want them to have and which part of the company hierarchy you want that user to see. This last part is called their **User Viewpoint**.

The profiles a user can have in descending order are:

- Super Administrator
- Company Administrator
- Branch Administrator
- Cardholder

Viewpoint: allows an Administrator to set the section of the company hierarchy that a user can view on portal.



The screenshot shows a form titled "Associated User Details" with the following fields:

- Profile ***: A dropdown menu with "Company Administrator" selected.
- User Viewpoint***: A text input field containing "NWB SENTRY UAT 1" and a three-dot menu icon to its right.
- Path**: A larger text input field also containing "NWB SENTRY UAT 1".
- View Transactions**: Radio buttons for "Yes" (selected) and "No".
- View Card Requests**: Radio buttons for "Yes" (selected) and "No".

Note: Viewpoint refers to section of company hierarchy on portal that a user can view and make amendments to. For example:

- * For a company administrator their viewpoint is whole company.
- * For a branch administrator their viewpoint is their own branch.



Add new cardholder (Part 1)

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 you can set the address the card will be delivered to by selecting 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:

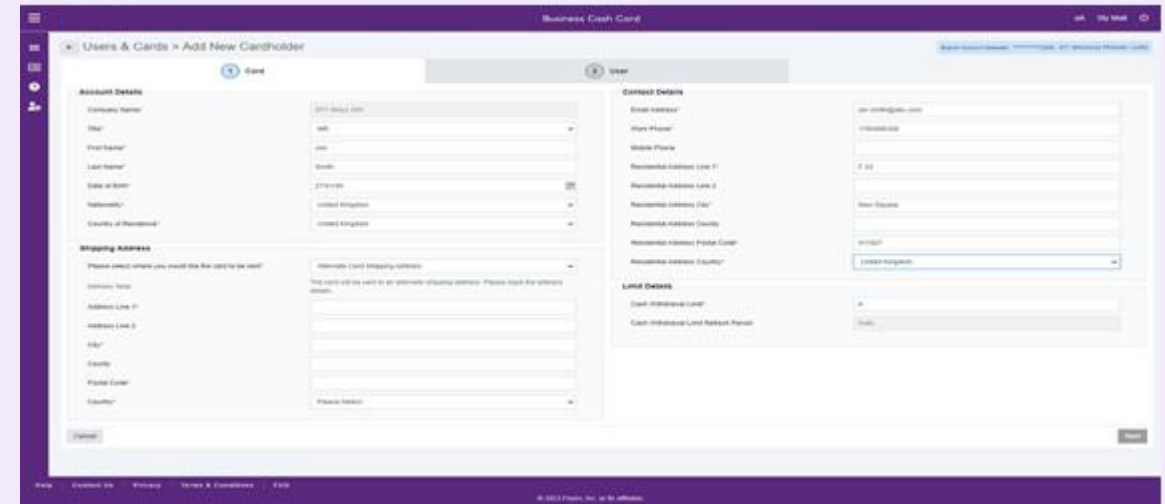
- * Address Line 1
- * Address Line 2
- * City
- * County
- * Postal Code
- * Country

The screenshot shows the 'Add New Cardholder' form in the Business Cash Card system. The form is divided into two main sections: 'Card' (active) and 'User'. The 'Card' section includes 'Account Details' and 'Shipping Address' panels. The 'Account Details' panel has fields for Company Name, Title, Cardholder, Last Name, Date of Birth, Nationality, and Country of Residence. The 'Shipping Address' panel has a dropdown for 'Please select where you would like the card to be sent' with options like 'Alternate Card Shipping Address', and fields for Address Line 1, Address Line 2, City, County, Postal Code, and Country. The 'User' section includes 'Contact Details' and 'Limit Details' panels. The 'Contact Details' panel has fields for Email Address, Work Phone, Mobile Phone, and four Residence Address lines. The 'Limit Details' panel has fields for Cash Withdrawal Limit and Cash Withdrawal Limit Network Period. A 'Next' button is at the bottom right.



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. This limit will refresh daily for the cardholder.
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** dialogue 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

Note: New cards can only be added to existing Administrator 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

The screenshot shows the 'Add Card To Existing User' form. It has a sidebar with navigation icons. The main content area is titled 'Users & Cards > Add Card To Existing User'. There's a 'Save' button at the top. The form is divided into four panels: 'Account Details', 'Shipping Address', 'Contact Details', and 'Limit Details'. The 'Account Details' panel has fields for Company Name, Title, First Name, Last Name, Date of Birth, Nationality, and Country of Residence. The 'Shipping Address' panel has a dropdown for 'Please select where you would like the card to be sent' with options like 'Alternate Card Shipping Address'. The 'Contact Details' panel has fields for Email Address, Work Phone, Mobile Phone, and Residential Address (Line 1, Line 2, City, County, Postal Code, Country). The 'Limit Details' panel has fields for Cash Withdrawal Limit and Cash Withdrawal Limit Refresh Period. There's a 'Cancel' button at the bottom left and a 'Submit' button at the bottom right.

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. This cash withdrawal limit will refresh daily.
12. Click **Submit**.



Administrator Roles

Super Administrator	Company Administrator	Branch Administrator
The Super Administrator is always the first Administrator set up on the portal when the company is onboarded and holds a key role. While they have the same permissions as a Company Administrator, they also have access to the Company Preferences screen, allowing them to perform additional actions that other Administrators cannot. The business can add further Super Administrators once they are onboarded if they wish to do so. They can: • Switch Dual Administration on and off. This functionality requires some actions to be approved by another Administrator before they become live (more details on pages 14 and 15). • Only a Super Administrator can add or update another Super Administrator. This means that only a user with the Super Administrator role can create a new Super Administrator or change an existing user's role to Super Administrator.	Company Administrators operate at company level and can execute actions that impact all branches and Cardholders within an organisation. They can: • Add a new Cardholder to any branch within the company. • Add a Company Administrator at company level. They can also add Branch Administrators to any branches. • Add a new card to any user record within the company regardless of which branch the user is attached to. • Change card status of any Cardholder within the company across all branches i.e. close, suspend, block etc. • Update the Company Withdrawal Limit as well as any branch or Cardholder Limits within the company. • View and download a report of any transactions that have taken place at company, branch or cardholder level. • View details of all branches and users within the company. This includes login, user, card and contact details.	Branch Administrators are assigned to a specific branch and can view and edit records relating to users that fall under that specific branch. They can: • Add a new Cardholder but only to the branch they are assigned to. • Add cards to existing user records if those records are attached to their branch. • Add another branch Administrator to their branch. • Update Cash Withdrawal limits for Cardholders attached to their specific branch. • Update status of cards for users in their branch, this includes suspending, blocking and closing cards. • View and download a report of any transactions that have taken place within their specific branch at branch and cardholder level. • Alter the login, user, card and contact details of the users assigned to their specific branch.

* Please note, if Dual Administration approvals is activated then each of these actions will require a 2nd Administrator to approve them. This would not apply to card blocking or Super Administrator switching Dual Administration approvals on and off though.



Add / Amend Administrator

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 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:
 - * Super Administrator
 - * Company Administrator
 - * Branch Administrator
 - * Cardholder

Note: You should only select an Administrator type profile in this field.

Important: Super Administrators can alter Company Preferences and turn Dual Administration on and off. Only other Super Administrators can see this option.

4. In the **User Viewpoint** field, click. The **Edit User Viewpoint** dialogue-box displays.
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** dialogue-box.

Note: When choosing a User's viewpoint ensure you choose correct section of the company hierarchy that matches the User's role i.e. branch, company, etc.
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 Username 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 Businesscashcard@rbs.com



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 your 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.

[illegible]

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, guidance 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

User & Card Details

styclns1

User details

Full Name

First

Last

Sty Mall

Admin

User Status

Active

...

Profile*

Company Administrator

▼

User Viewpoint:

STY MALL

...

User Last Updated Date

29/06/23 08:04

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:

- * Super Administrator
- * Company Administrator
- * Branch Administrator
- * Cardholder



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 dialogue boxes that appear.

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

Card details

Embossed Name

STY BRANCH1 ADDON CARD2

Card Number

*****6286

Cycle Number

2 : Monthly

Card Status

Active

...

Card Viewpoint

STY MALL

...

Card Product

Link Business Cash GBP CB

Card Last Updated Date

30/06/23 09:05

Branch Account

*****2291

Expiry Date

Mar-28



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 dialogue 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 dialogue 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.

Note: login details can be changed by a single Administrator even when Dual Administration is switched on.

User Last Updated Date

02/10/24 08:37

➡ Login Details

Your Username*

nwb5alcompadmin2

Username requirements:

- Be at least 3 characters long
- Username not already in use

Check Username

User Account Status

Locked

...

Password*

.....

Password requirements:

- Be at least 12 characters long
- Have at least one number
- Have at least one uppercase and one lowercase letter
- Have at least one special character(Characters allowed !@#\$%^&*)
- Not contain spaces
- Not be the same as Username

Confirm Password*

.....

Confirm password requirements:

- Be the same as password

Next Password Date

16/09/24

Reset Password At Login

☐

Last Successful Login

12/04/24



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 dialogue box that appears.

Note: contact details can be changed by a single Administrator even when Dual Administration is switched on.

Spend Limits

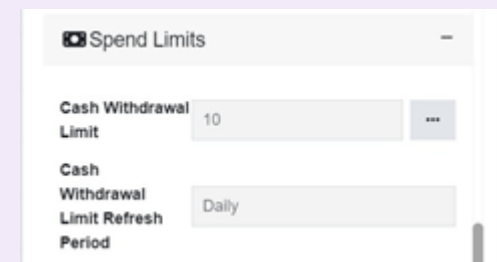
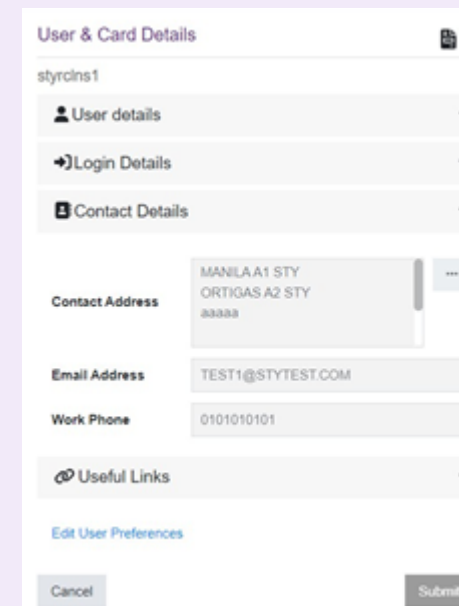
The **Spends Limits** section allows you to view and manage the cash withdrawal limits for the card.

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 dialogue box that appears.

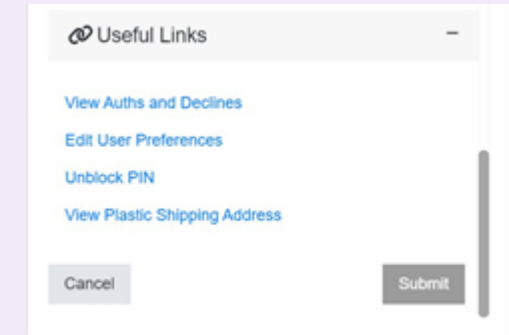


User Details, Card Details, Login Details, Contact Details, Spend Limits and Useful Links - Continued

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.

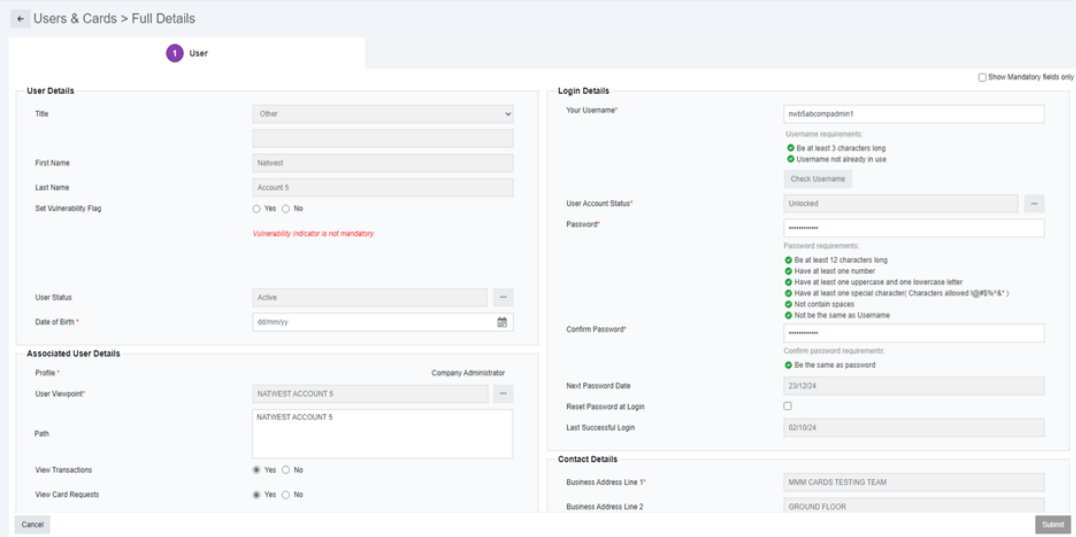
The **Card Summary** panel on the right allows you to view the shipping address, check the status of approved/declined authorization records, order a replacement card, manage the spend limits, and unblock an active PIN number.

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.



The screenshot displays the 'Users & Cards > Full Details' interface. It is divided into two main sections: 'User' and 'Card'. The 'User' section includes 'User Details' (Title, First Name, Last Name, Set Vulnerability Flag, User Status, Date of Birth), 'Associated User Details' (Profile, User Viewpoint, Path, View Transactions, View Card Requests), and 'Login Details' (Your Username, User Account Status, Password, Confirm Password, Next Password Date, Reset Password at Login, Last Successful Login). The 'Card' section includes 'Card Summary' (Business Address Line 1, Business Address Line 2). The interface features a sidebar with a 'User' tab, a top navigation bar, and a bottom 'Cancel' button. The 'Login Details' section shows a 'Check Username' button and a 'Reset Password' button. The 'Card Summary' section shows a 'Business Address Line 1' field with the value 'MMM CARDS TESTING TEAM' and a 'Business Address Line 2' field with the value 'GROUND FLOOR'.



User section

The **User** section 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

Viewpoint refers to the section of company hierarchy on the portal that a user can view and make amendments to. For example, a Super Administrator their viewpoint would be whole company, but for a Branch Administrator their viewpoint would be their own branch. Company Administrators viewpoint is whole company except the Company Preferences screen.

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** dialogue 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** dialogue-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 username if you want to change the username. 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** dialogue-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** dialogue-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 account 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** field, 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** dialogue-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** dialogue-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* dialogue-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**.



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

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 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

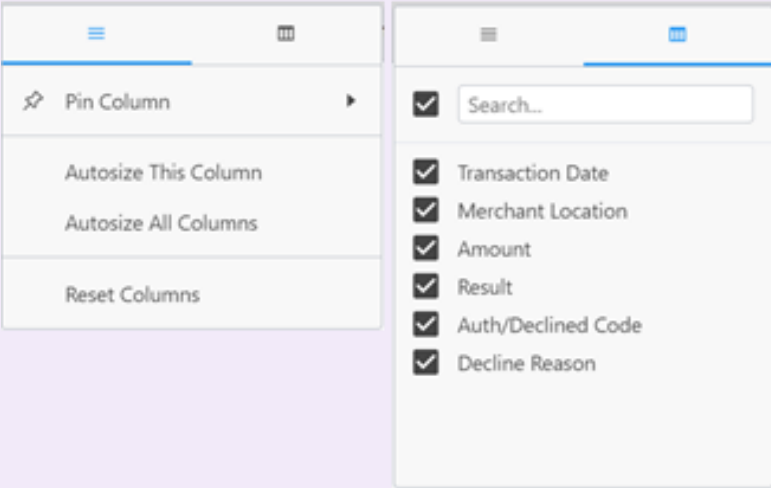
The **View Auths and Declines** function allows you to view the authorisation status. To view an approved or declined authorisation on the portal, follow this step:

- 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 authorisations.

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.*

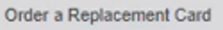
Note: *To view the detailed step-by-step procedures on the tasks you can perform in the **Change Contact Details** page, refer to the **Update Contact Details** section under **Users & Cards – Full Details Screen**.*



Order a replacement card

The portal allows you to order replacement cards.

To do this follows these steps:

1. Navigate to the **Card Summary** page  .
2. On the far right click **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  .
6. Click **Submit**  .

The replacement card will then be delivered to the shipping address that you selected within 5 – 7 working days.

Optional:

- There's a comments box where you can explain why the new card is needed.

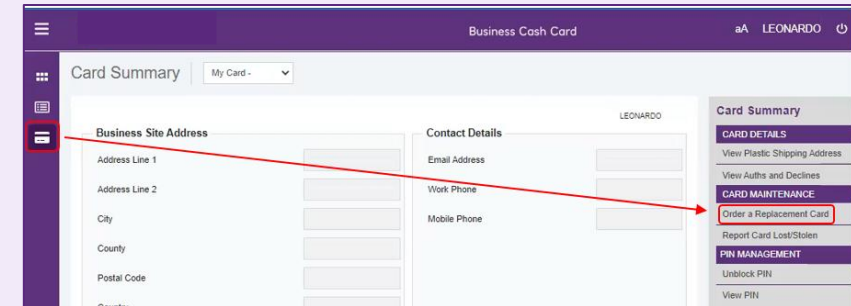


Figure 1

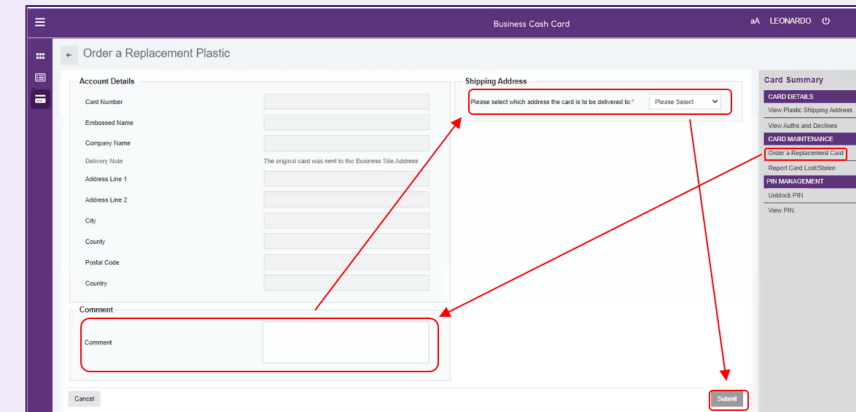


Figure 2



Withdrawal limits

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

Click the **Withdrawal Limits** link from the **Card Maintenance** section on the **Card Summary** panel. *The **Update Withdrawal Limits** page displays.*

Note: *To view the detailed step-by-step procedures on the tasks you can perform in the **Update Withdrawal 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.

To unblock a PIN number of a card on the 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.

Unblock PIN

If you have entered your PIN incorrectly three times in one of our NatWest Group branches, then please take your card to an ATM, select PIN Services and follow the on-screen guidance to unlock the PIN.

If you have entered your PIN incorrectly three times in either an ATM machine or at a Post Office counter, then you can unblock your PIN on this screen, by selecting Unblock PIN and clicking confirm.

As a reminder, cardholders can view their PIN within the Business Cash Card Portal, by selecting the View PIN from the main menu.

Card Number*

Expiry Date (MM/YY)*

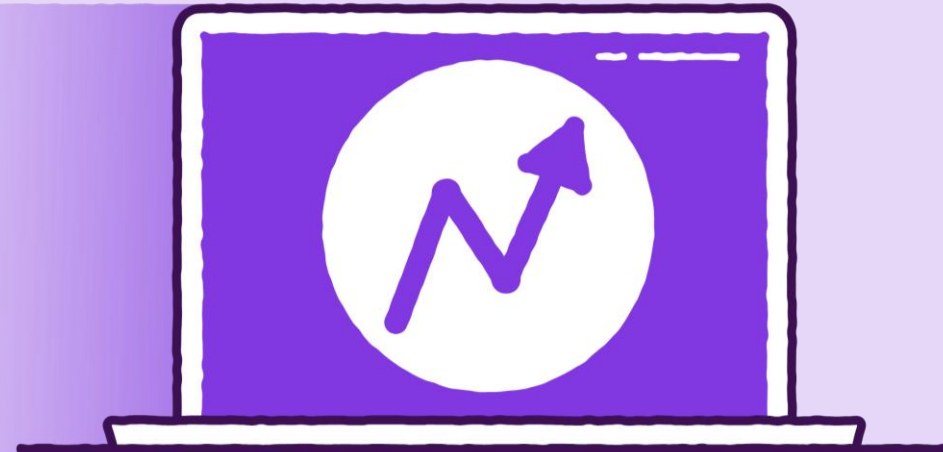
MM/YY

Cancel

OK



Transactions



Transactions

The **Transactions** screen enables Administrators to view all deposit and withdrawal activities carried out by active cardholders within the company. It also allows them to add comments, reconcile transactions by reviewing the related branch references, and export the entire transaction list to a Microsoft Excel spreadsheet.

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

Business Cash Card

aa City Mall

Dashboard

Transactions

Empty

Administration

Transactions

Transaction Date: 01-01-2022 - 25-04-2023

Table

TRANSACTION DATE	POST DATE	CARD HOLDER	CARD	DESCRIPTION	TRANSACTION AM...	TRANSACTION CO...	TRANSACTION TYPE
06/02/23	06/02/23	Style 1 add: 1h- Style 1 add: 1h-	*****9510	a77ee77jadedfa	200.00 GBP		Deposit
06/02/23	06/02/23	Style 1 add: 2h- Style 1 add: 2h-	*****6288	a77ee77jadedfa	-200.00 GBP		Withdrawal
06/02/23	06/02/23	Style 1 add: 4h- Style 1 add: 4h-	*****1412	a77ee77jadedfa	-200.00 GBP		Withdrawal
06/02/23	06/02/23	Style 1 add: 4h- Style 1 add: 4h-	*****1412	Business cash c	50.12 GBP		Deposit

Show 50 Rows 1 - 10 of 21

1 2 3

Output

Help

Contact Us

Privacy

Terms & Conditions

FAQ

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View transactions using filters or quick search

The **Transactions** screen allows you to view card transactions (deposits and withdrawals) for 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, 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.

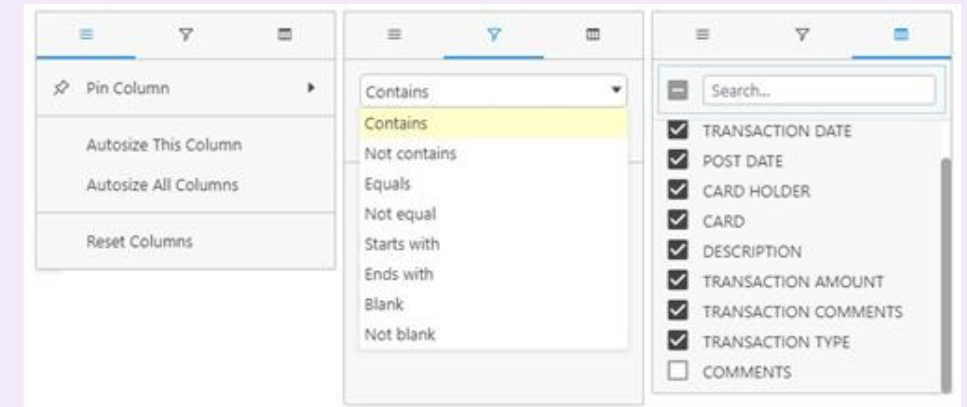
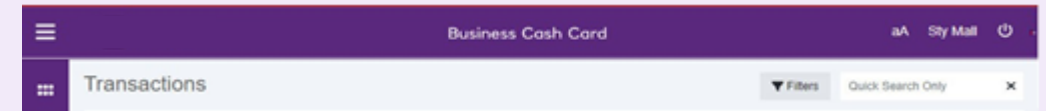
Note: You can save the filter options selected in case you want to use the same options in the future. You can select and apply the filter name from the **Saved Filters** drop-down box once you save the filter.

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

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

Optional: Hover the mouse pointer on any of the field, 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.

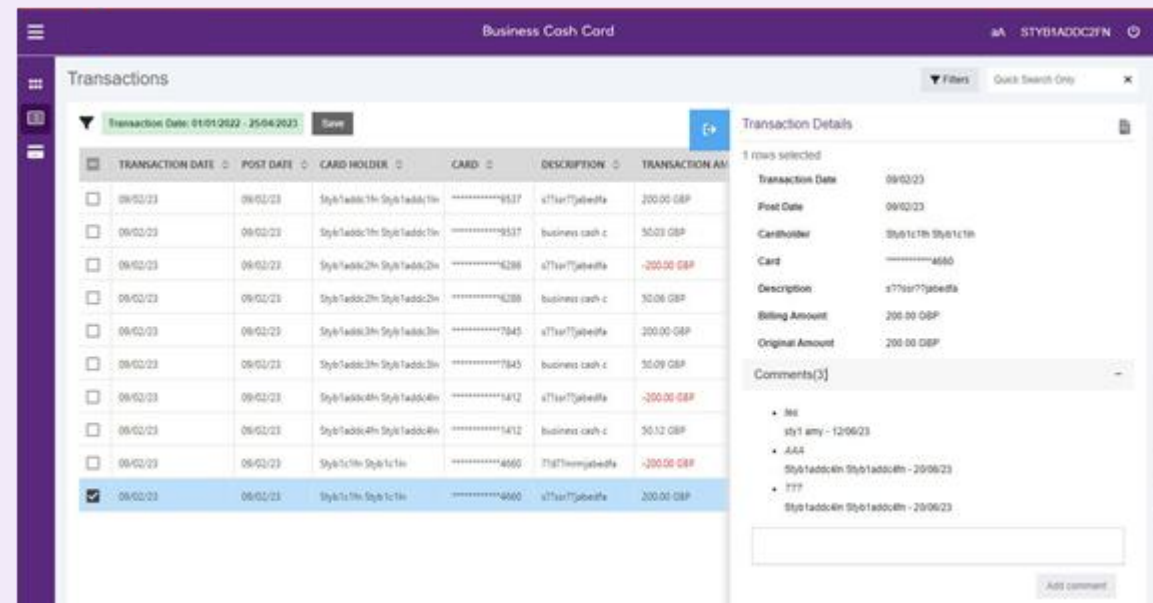
To view/add comments to a specific transaction, follow these steps:

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 username 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

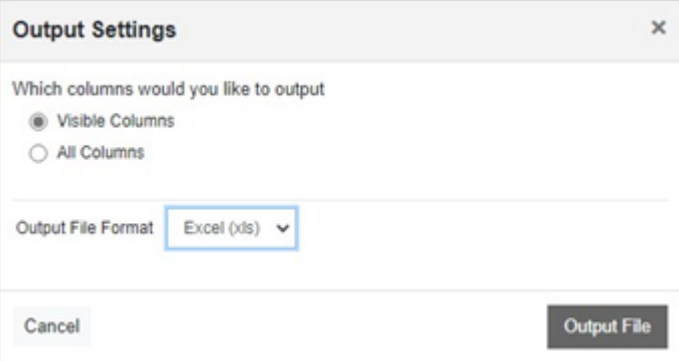
The **Transactions** screen allows you to export transaction details of multiple cardholders in a company.

To export transaction records that are displayed on the **Transactions** screen to a Microsoft Excel spreadsheet, 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.

The screenshot shows a dialog box titled "Output Settings" with a close button (X) in the top right corner. Inside the dialog, there is a section titled "Which columns would you like to output" with two radio button options: "Visible Columns" (which is selected) and "All Columns". Below this, there is a label "Output File Format" followed by a dropdown menu currently showing "Excel (xls)". At the bottom of the dialog, there are two buttons: "Cancel" on the left and "Output File" on the right.

Card request tracking



Card request tracking

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

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

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

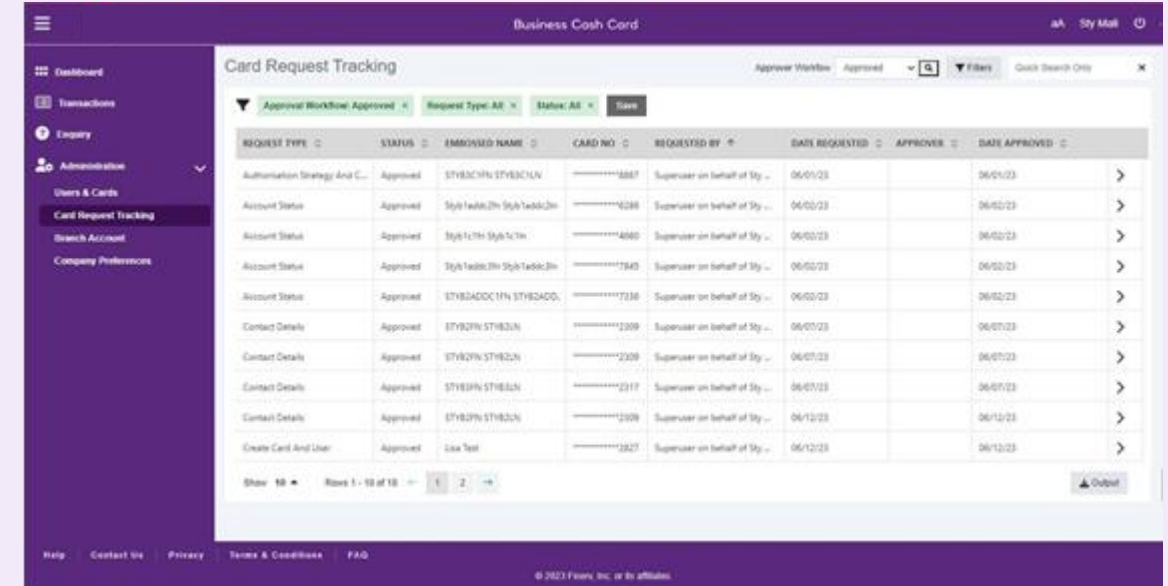
To view a specific account change on the NatWest portal, follow these steps:

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



REQUEST TYPE	STATUS	EMBOSSID NAME	CARD NO.	REQUESTED BY	DATE REQUESTED	APPROVER	DATE APPROVED
Automation Strategy And C...	Approved	STVB3C3N STVB3C3N	*****8887	Supervisor on behalf of St...	06/01/23		06/01/23
Account Status	Approved	Styl Taddu2In Styl Taddu2In	*****6286	Supervisor on behalf of St...	06/02/23		06/02/23
Account Status	Approved	Styl Taddu2In Styl Taddu2In	*****4060	Supervisor on behalf of St...	06/02/23		06/02/23
Account Status	Approved	Styl Taddu2In Styl Taddu2In	*****7849	Supervisor on behalf of St...	06/02/23		06/02/23
Account Status	Approved	STVB2AGOC1N STVB2AGOC1N	*****7236	Supervisor on behalf of St...	06/02/23		06/02/23
Contact Details	Approved	STVB2N STVB2N	*****2309	Supervisor on behalf of St...	06/07/23		06/07/23
Contact Details	Approved	STVB2N STVB2N	*****2309	Supervisor on behalf of St...	06/07/23		06/07/23
Contact Details	Approved	STVB3N STVB3N	*****2317	Supervisor on behalf of St...	06/07/23		06/07/23
Contact Details	Approved	STVB2N STVB2N	*****2309	Supervisor on behalf of St...	06/12/23		06/12/23
Create Card And User	Approved	Live Test	*****2827	Supervisor on behalf of St...	06/12/23		06/12/23



Export request details to a spreadsheet

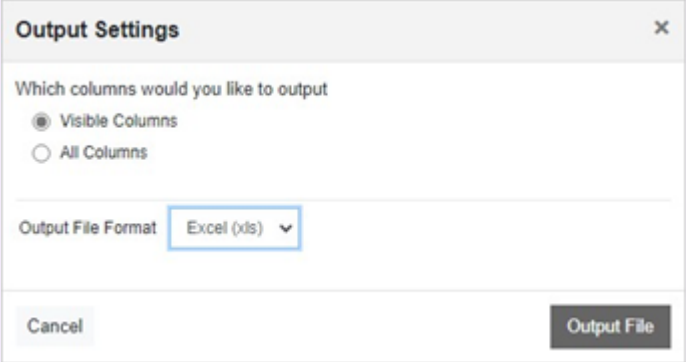
The **Card Request Tracking** screen allows you to export the change request details of all the users in a company.

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.

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.



The screenshot shows a dialog box titled "Output Settings" with a close button (X) in the top right corner. Inside the dialog, there is a section titled "Which columns would you like to output" with two radio button options: "Visible Columns" (which is selected) and "All Columns". Below this, there is a label "Output File Format" followed by a dropdown menu currently showing "Excel (xls)". At the bottom of the dialog, there are two buttons: "Cancel" on the left and "Output File" on the right.



Branch accounts



Branch accounts

Branch Accounts are sites cardholders can be grouped under. They can be used to represent different business locations on the portal.

Each branch account has its own branch withdrawal limit that is lower than the company withdrawal limit, but higher than the individual cardholder limits for cardholders assigned to it.

A customer can have multiple branch accounts on their portal.

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

Dashboard

Transactions

Enquiry

Administration

Users & Cards

Card Request Tracking

Branch Account

Company Preferences

Business Cash Card

aa Sty Mail

Branch Accounts

Branch Account StatusActiveQuick Search Only

	BRANCH NAME	ACCOUNT NO	CYCLE	PRODUCT	BRANCH LIMIT	LIMIT
☐	STY BRANCH1 PRIMARY CARD	*****2291	2 : Monthly	Link Business Cash GBP CB	0 GBP	
☐	STY BRANCH2 PRIMARY CARD	*****2309	2 : Monthly	Link Business Cash GBP CB	0 GBP	
☐	STY BRANCH3 PRIMARY CARD	*****2317		Link Business Cash GBP CB	0 GBP	

Show 10Rows 1 - 3 of 31Output

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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.

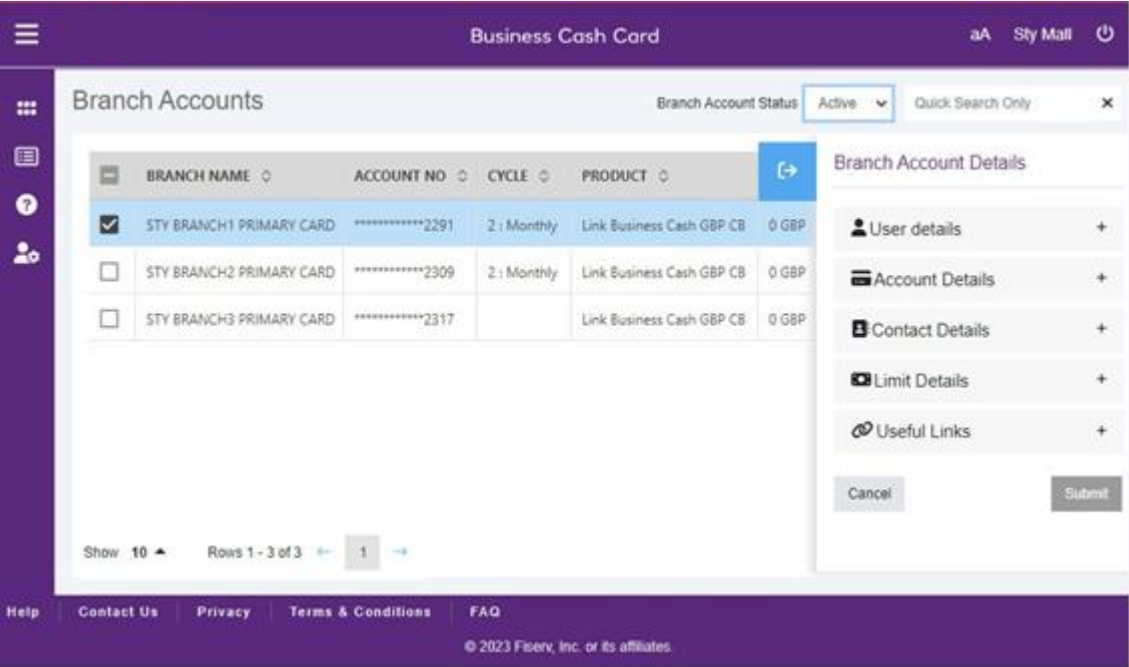
To view or manage a branch account on the portal, follow these steps:

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 the Business Cash Card team 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 authorisation status of a selected branch account (approved and declined authorisation) 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  .



Dashboard



Dashboard

When you log on the **Dashboard** screen is displayed by default. The **Dashboard** screen provides the Administrator with 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 .

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 deposits.
- * 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.

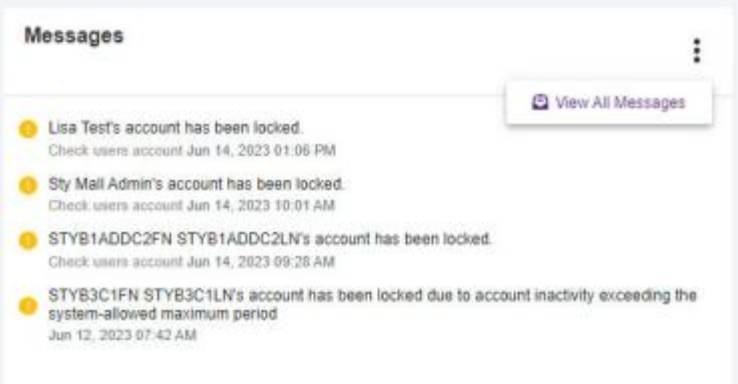
Messages

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



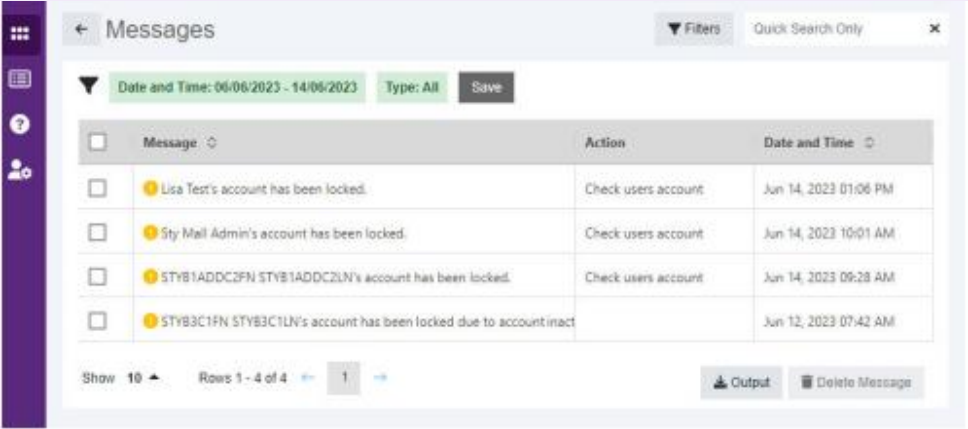
View all messages

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



To view all the account-level activity messages for 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.*
- 3. Click the **Check Boxes** to read messages.



Export messages to a spreadsheet

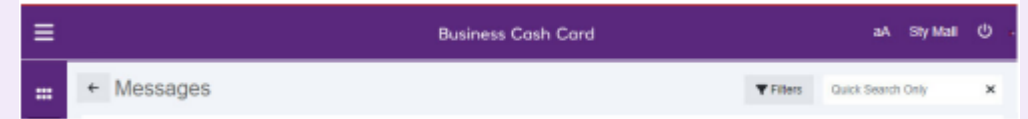
The **Messages** page allows you to export all the notification messages to a Microsoft Excel spreadsheet.

To export all the account-level activity messages for your company, 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 for your company, follow these steps:

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



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