



Royal Bank
of Scotland



Royal Bank of Scotland Business **Cash Card**

Getting Started Guide For Administrators

TOMORROW BEGINS TODAY

Contents



Royal Bank
of Scotland

1. **Your responsibility**
2. **Registration for the Business Cash Card portal**
3. **First time log into the Business Cash Card portal**
4. **Add a new cardholder**
5. **Order a replacement card**
6. **Help & Support**

TOMORROW BEGINS TODAY

Your responsibility

Your Role as an Administrator

As an Administrator for the Business Cash Card service you will be responsible for the following:

- ✓ Setting up new users on the Business Cash Card portal
- ✓ Ordering Business Cash Cards for each of your nominated cardholders
- ✓ Removing users when they leave the business and cancelling cards
- ✓ Supporting your team / reporting cards lost or stolen / general enquiries on the Business Cash Card portal



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 yourself.

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 box.

Login	Register
For existing users	For new users
Please enter your Password.	Please select your role:
.....	Select
Forgotten Password? Forgotten your username?	
Cancel Login	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 are prompted with a welcome message and your registered email ID. If your email ID is not correct, you need to contact the RBS Business Cash Card team through Cora webchat. Click **Login** to proceed.

Login

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

donotreply@RBS.com

Cancel

Login

Register

For new users

Please select your role:

Select

Continue

6. If the email ID is correct, you need to set up five separate security questions. Make sure the answers match the confirmed answers that you provide. Then click **Login**.

Login

Please select the security question and answer

Choose Security Question 1

Choose Security Question 2

Choose Security Question 3

Choose Security Question 4

Choose Security Question 5

Answer

Answer

Answer

Answer

Answer

Confirm Answer

Confirm Answer

Confirm Answer

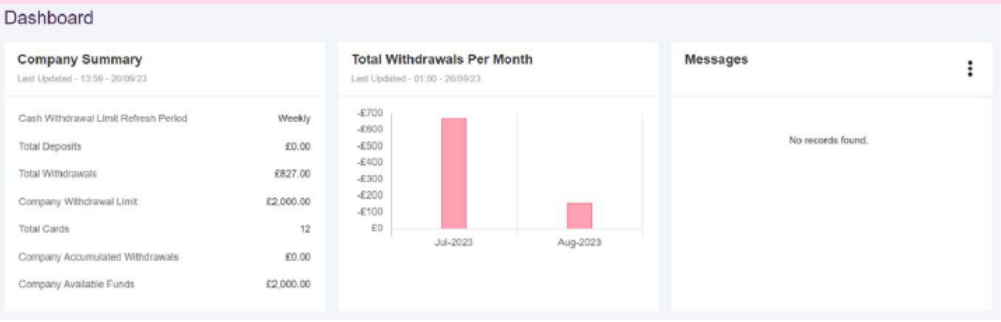
Confirm Answer

Confirm Answer

Cancel

Login

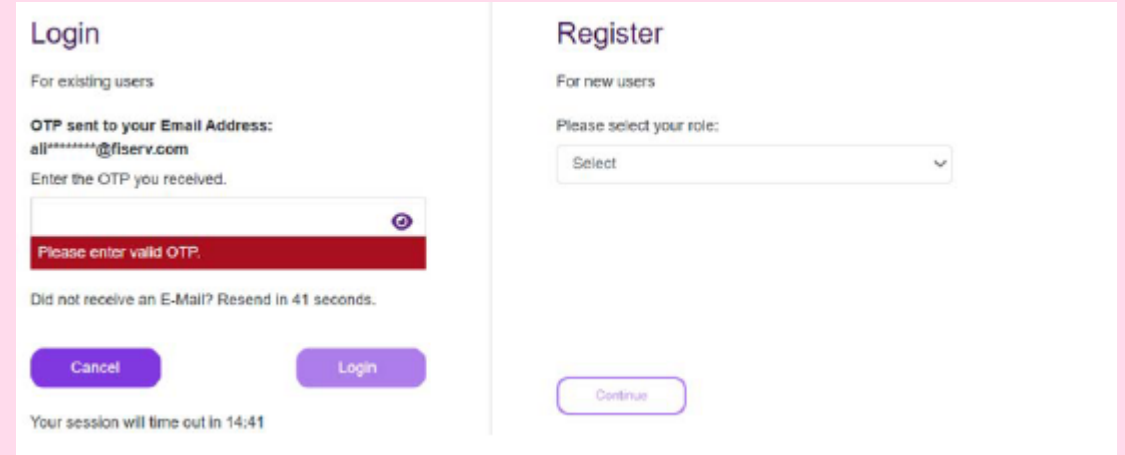
7. Once security questions are set up, you are logged on to the portal.



First time login to the Business Cash Card portal

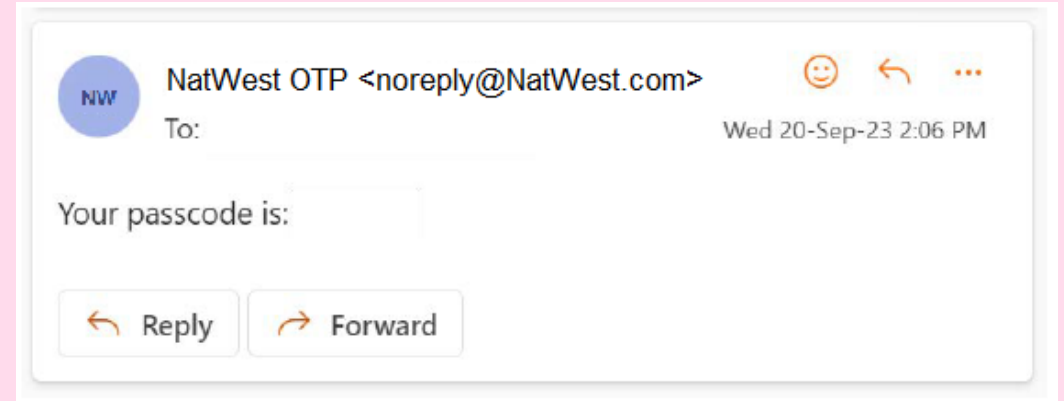
Follow the below steps after you have registered successfully on the Business Cash Card portal:

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.



The image shows two side-by-side screenshots of the Business Cash Card portal. The left screenshot is the 'Login' screen for existing users. It displays the email address 'all*****@fiserv.com' and a red error message 'Please enter valid OTP.' below the OTP input field. There are 'Cancel' and 'Login' buttons at the bottom. The right screenshot is the 'Register' screen for new users, showing a dropdown menu to 'Please select your role:' and a 'Continue' button at the bottom.

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 or
 - c) have cleared your browser cookies.



The image shows an email interface for a message from 'NatWest OTP <noreply@NatWest.com>' received on 'Wed 20-Sep-23 2:06 PM'. The email body contains the text 'Your passcode is:' followed by a text input field. At the bottom, there are 'Reply' and 'Forward' buttons.



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, 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 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, Email, 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' and a note about alternate shipping addresses. The 'User' section includes 'Contact Details' and 'Linked Details' panels. The 'Contact Details' panel has fields for Email Address, Phone Number, Mobile Phone, and various address lines. The 'Linked Details' panel has fields for Card-Related Email and Card-Related Linked Network Partner. 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.

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.

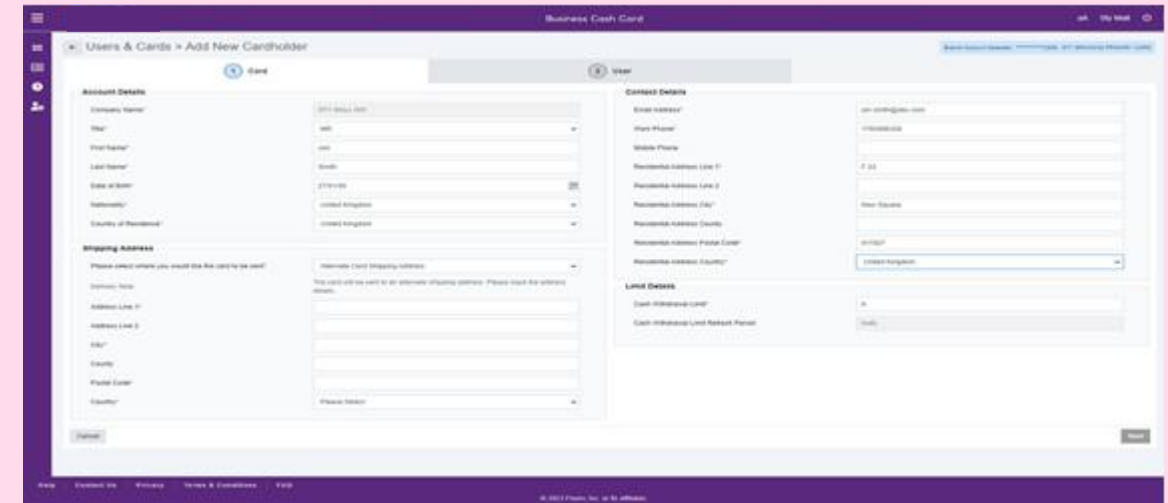
9. Click **Next**. The **User** section displays.
10. In the **User Details** panel, click the **Profile** drop-down box and select a profile that you want to assign to the user.

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.

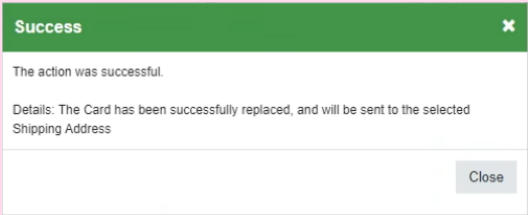
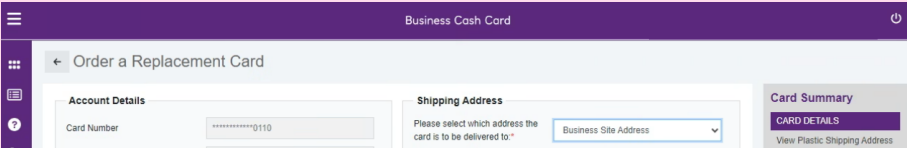
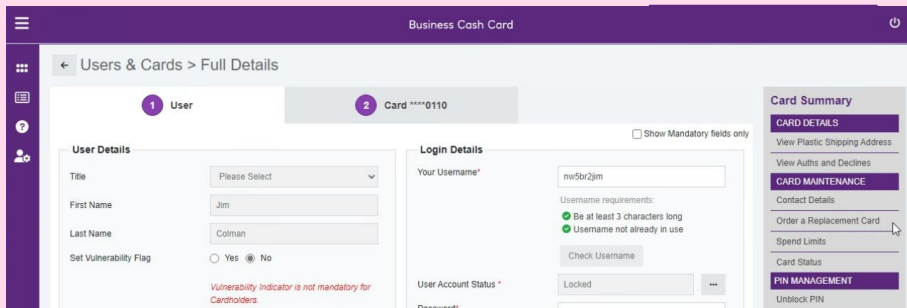
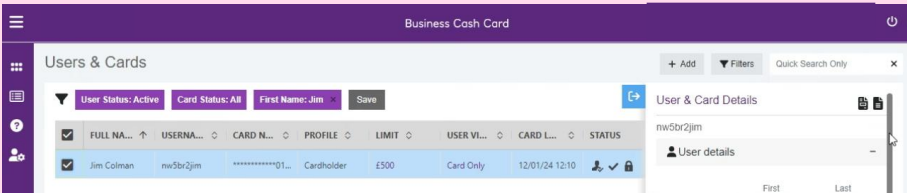
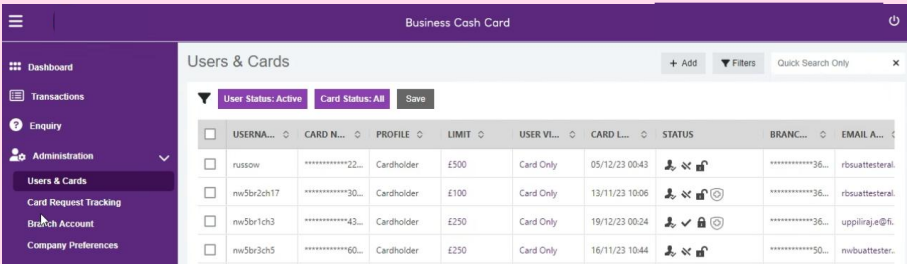
13. Click **Select** to return to the **Add New Cardholder** page.
14. Click **Submit**.



Order a replacement card

The **Order A Replacement Card** function allows you to order a replacement card for a user.

1. Select **Users & Cards** in the left side navigation.
2. Select the user that requires a replacement card by ticking the check box and select the **Full Details** icon on the right side navigation.
3. Click the **Order A Replacement Card** link from the **CARD MAINTENANCE** section on the **Card Summary** panel to order a replacement card on the RBS portal.
4. Select the shipping address of the card and click on the order card button.
5. A pop up will appear to confirm the card has been reordered, click the close button to close the pop up.



Help & Support

- ➡ Full user guides are available on the RBS Business Cash Card portal
- ➡ Visit the [RBS Business Cash Card web page](#)
- ➡ Additionally, you can ask a question through our chatbot CORA and Business Cash Card Team with answers to frequently asked questions



Disclaimer

Fees and charges apply, please speak to your Relationship Manager for more details. This document has been prepared by Royal Bank of Scotland Plc or an affiliated entity (“RBS”) exclusively for internal consideration by the recipient (the “Recipient” or “you”) for information purposes only. This document is incomplete without reference to, and should be viewed solely in conjunction with, any oral briefing provided by RBS. RBS and its affiliates, connected companies, employees or clients may have an interest in financial instruments of the type described in this document and/or in related financial instruments. Such interests may include dealing in, trading, holding or acting as market-maker in such instruments and may include providing banking, credit and other financial services to any company or issuer of securities or financial instruments referred to herein. RBS is not and shall not be obliged to update or correct any information contained in this document. This document is provided for discussion purposes only and its content should not be treated as advice of any kind. This document does not constitute an offer or invitation to enter into any engagement or transaction or an offer or invitation for the sale, purchase, exchange or transfer of any securities or a recommendation to enter into any transaction, and is not intended to form the basis of any investment decision. This material does not take into account the particular investment objectives, financial conditions, or needs of individual clients. RBS will not act and has not acted as your legal, tax, regulatory, accounting or investment adviser; nor does RBS owe any fiduciary duties to you in connection with this, and/or any related transaction and no reliance may be placed on RBS for investment advice or recommendations of any sort. Neither this document nor our analyses are, nor purport to be, appraisals or valuations of the assets, securities or business(es) of the Recipient or any transaction counterparty. RBS makes no representation, warranty, undertaking or assurance of any kind (express or implied) with respect to the adequacy, accuracy, completeness or reasonableness of this document, and disclaims all liability for any use you, your affiliates, connected companies, employees, or your advisers make of it. Any views expressed in this document (including statements or forecasts) constitute the judgment of RBS as of the date given and are subject to change without notice. RBS does not undertake to update this document or determine the accuracy or reasonableness of information or assumptions contained herein. RBS accepts no liability whatsoever for any direct, indirect or consequential losses (in contract, tort or otherwise) arising from the use of this material or reliance on the information contained herein. However, this shall not restrict, exclude or limit any duty or liability to any person under any applicable laws or regulations of any jurisdiction which may not be lawfully disclaimed. The information in this document is confidential and proprietary to RBS and is intended for use only by you and should not be reproduced, distributed or disclosed (in whole or in part) to any other person without our prior written consent.

The Royal Bank of Scotland plc. Registered in Scotland No. SC083026. Registered Office: 36 St. Andrew Square, Edinburgh, EH2 2YB. Financial Services Firm Reference Number 114724.
Authorised by the Prudential Regulation Authority and regulated by the Financial Conduct Authority and the Prudential Regulation Authority.

