RBS Business Cash Card

Getting Started Guide For Administrators

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Contents

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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
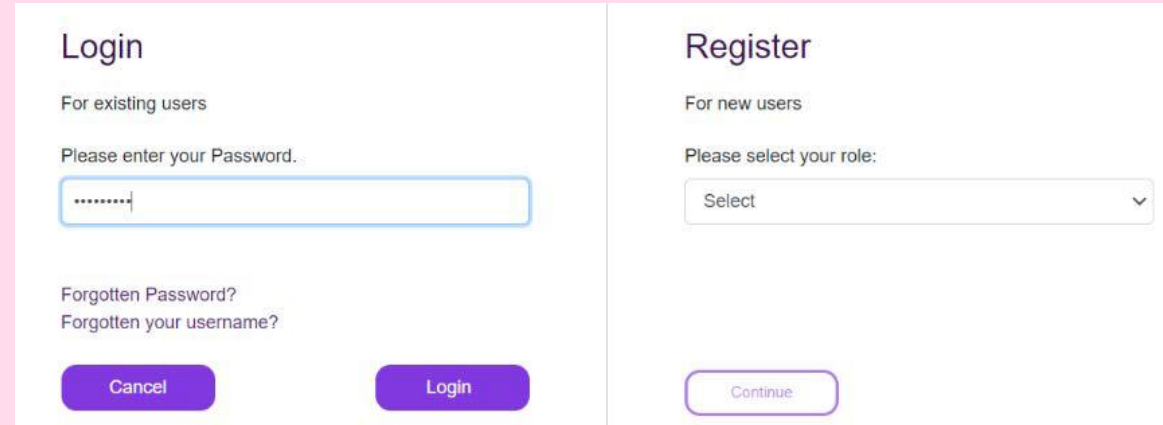
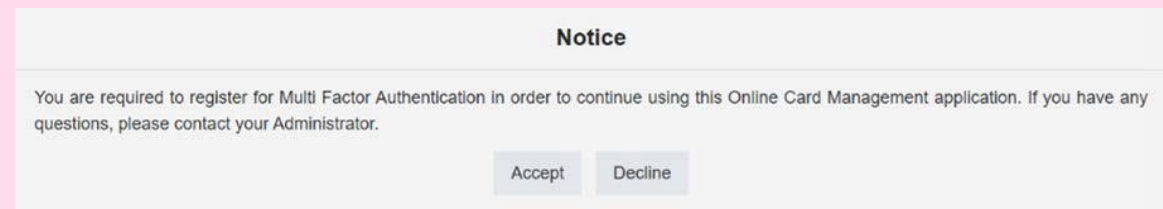# Registration for the Business Cash Card portal

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.

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.

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**.
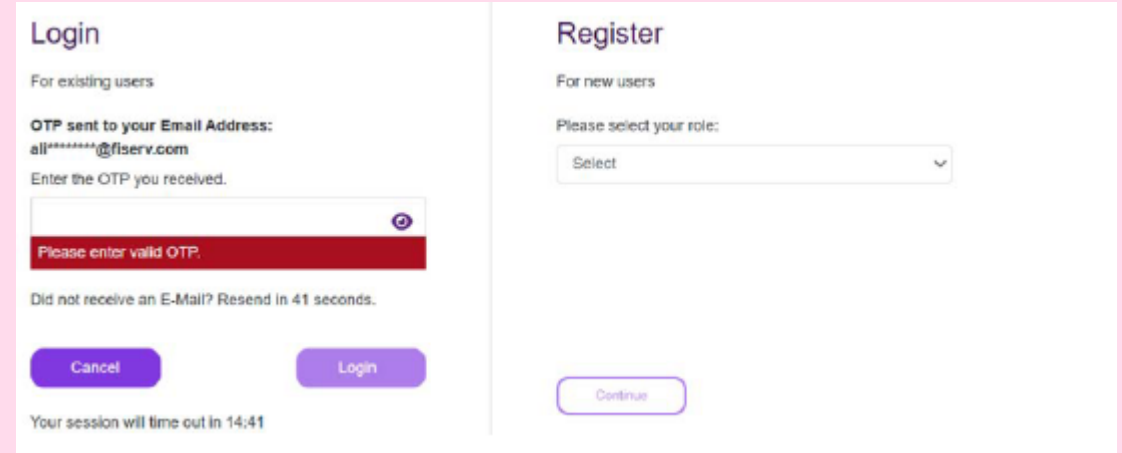

7. Once security questions are set up, you are logged on to the portal.

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.

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.
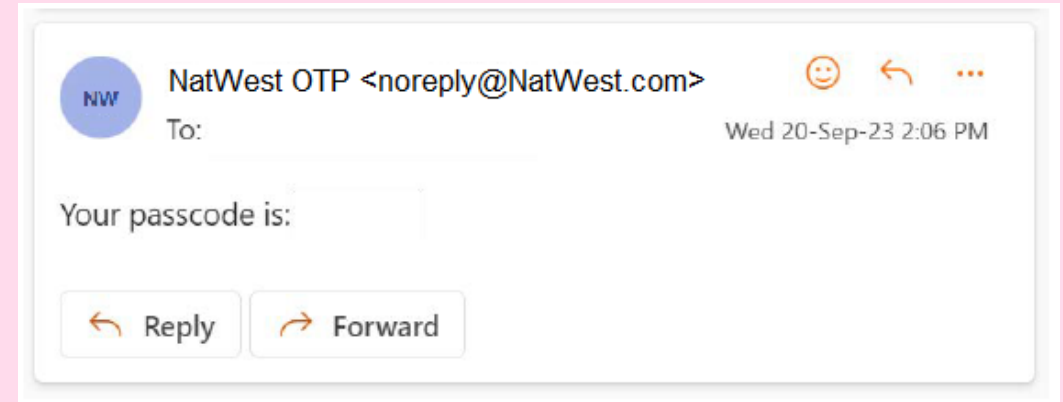
Add new cardholder (Part 1)

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

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.
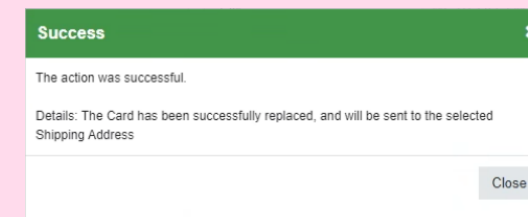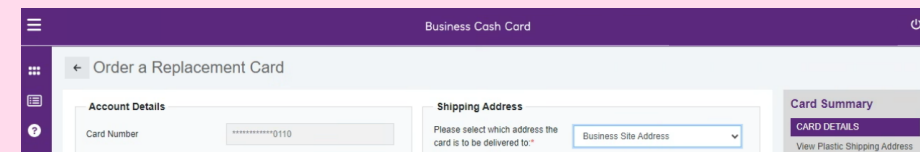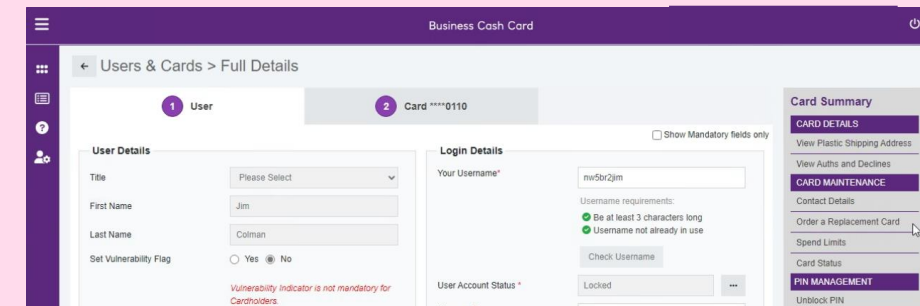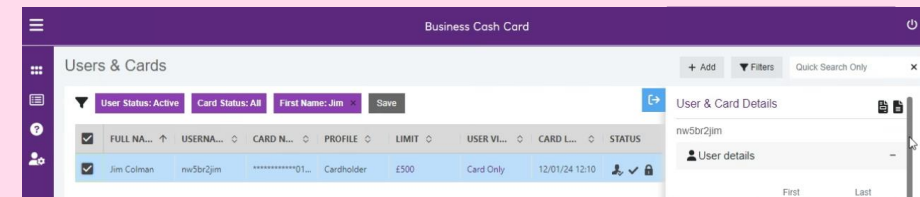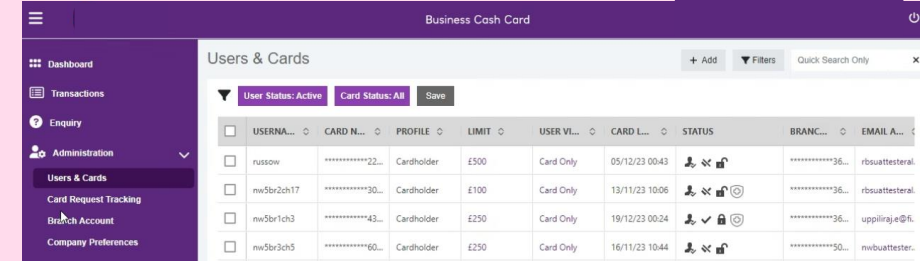
Help & Support

→ 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

Thank you

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