



Royal Online Gold

Version: 3.0
Revised: Aug 29th, 2011

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Section 1 - Overview

This manual is divided into two main sections. The first part – the *Overview* – provides a description of Royal Online Gold and explains some of the primary features. The second section provides the steps you must complete in order to create new transaction requests. This section also describes the approval workflow process and demonstrates how to approve or reject transaction requests for those with approver status.

What is Royal Online Gold?

The Royal Online Gold application is a web-based system that provides users with the ability to create fund transfers and third-party payment requests. Royal Online Gold allows the account holder to define through their requirements, a workflow process for the creation of transaction requests. This workflow can include limiting access to individual accounts to only certain users as well as forcing some transactions to require an approver before the transaction can be submitted for processing.

Because Royal Online Gold is a web-based application, you should review the following important information regarding RBC's internet security policy as well as system specifications and software you will require in order to make effective use of the Royal Online Gold interface.

Information Security

RBC Financial Group members have gone to great lengths to ensure your confidentiality and security. We use several layers of robust security methods including encryption, firewalls and timed log-outs among others to ensure the confidentiality of your personal and financial information.

Here are some additional steps that you as a user can take to ensure that you are safeguarding your information:

- Never share your Royal Online Gold password with anyone.
- Never walk away from your computer without properly signing out from Royal Online Gold and closing your browser.
- If you are using a computer other than your own, always end your banking session and close the browser.

Secure Sessions

For your protection, we require that you "Sign in" when using secure areas of our Web sites and recommend that you "Sign out" when you are done. You should not leave your computer unattended while logged in. However, as added protection, we will automatically log you out if there has been no online activity after twenty minutes.

We recommend you close your browser after using secure online services like conducting financial transactions. This will ensure that any information temporarily stored in your browser is erased, preventing others from viewing this information later.

We store your login information and passwords in a protected and secure environment, isolated from the Internet so they cannot be accessed or downloaded by unauthorized individuals. You too, should ensure that this information is kept secret and safe.

Use Strong Passwords

Your password grants access to your personal information and services online.

- Choose unique passwords. Longer passwords with 8 or more characters and a mix of letters and numbers are stronger.
- Try to avoid passwords that are real words or obvious choices, such as family names, birthdays or telephone numbers.
- Avoid using the same password for multiple applications or Internet services.
- If your usernames or passwords automatically appear in the sign-in page of a secure Web site, you should disable the auto complete function in your browser.

Protect your password. Memorize it, do not write it down and change it frequently. Please see *Signing in to Royal Online Gold* for more information.

Keep Your Software Up-to-date

You should watch for warnings about security "holes" or "bugs" that may affect the software and Web browser you are using. It is a good practice to regularly check for software updates on the web site of your browser manufacturer.

System Requirements for Running the Royal Online Gold Application

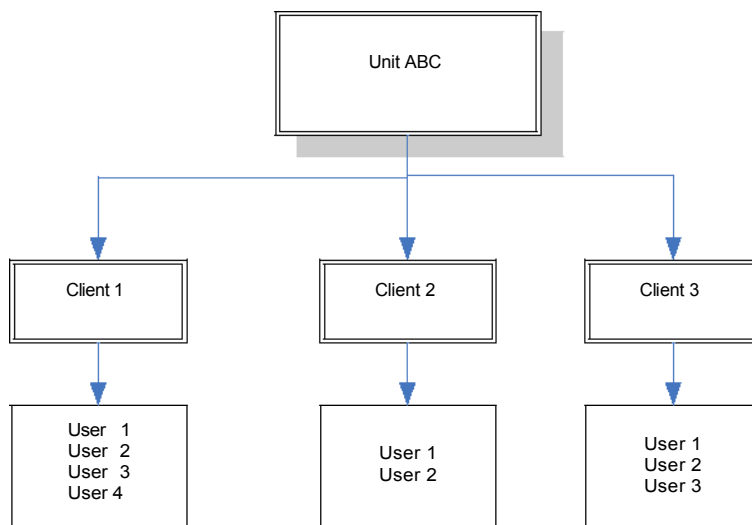
Royal Online Gold has been certified for use with a PC running Internet Explorer (IE) 6 in a 1024 x 768 resolution setting. Any other browser or configuration has not been certified for use with this application and may not be supported.

Getting Started with Royal Online Gold

Before getting started with Royal Online Gold, it is important to understand the following terms and how they work together. There are four main elements that function together as follows:

Unit	Each firm or organization that has enrolled in Royal Online Gold is referred to as a <i>unit</i> . Each unit contains users that interact with Royal Online Gold to input and approve transactions such as transfers and payments.
User	A <i>user</i> is authorized to process new transactions on behalf of the unit. Note that there are two kinds of Royal Online Gold users: <ul style="list-style-type: none">• Transaction Inputter – creates new transaction requests• Transaction Approver – approves or rejects transaction requests Please see <i>Description of Roles</i> for more information on users.
Account	Units have at least one but are more likely to have multiple bank accounts assigned to them within the Royal Online Gold application.
Client	The term <i>Client</i> in Royal Online Gold refers to the RBC account associated with the unit.

The following diagram illustrates the relationship between Units, Clients, and Users:



Description of Roles

Transaction Inputter

The Client Transaction Inputter (“Inputter”) role is performed by a user with permission to enter new transactions into the Royal Online Gold application. There are five transaction types available:

1. Account to Account Transactions

Transfer of funds between two accounts held in the same client, with the unit based in the same currency.

2. Inter-Client Transfers

Transfer of funds between two accounts based in the same currency and held in the same unit, but between different clients.

3. Third Party Payments

Payment to another party such as an over-seas vendor; commonly referred to as *wire payments*.

4. Make Payment Request from Template

Allows for sending a wire payment to a third party based on a previously saved template.

5. Foreign Exchange Transfer Request

This is a transfer between two accounts denominated in different currencies.

Procedures for completing these transactions are available in the *Creating New Transactions* section of this document.

Client Transaction Approver

When a new unit is created on behalf of a firm or organization, there are several options available with regards to establishing an approval workflow. The simplest form of course is to allow transactions to be processed without the need for any approvals

Alternatively, the unit can be configured to always require one or more approvers to approve a transaction before it can be processed – in fact, it is possible to even require multiple approvals before transactions can be processed. However, given the many approval configurations possible in the approval workflow process, this document will present examples that require a single approval for each transaction type.

One popular approval approach is to require approvals if the transaction exceeds a certain value. If using this approach, please be aware that the approval tier is determined using the base currency of your country – for instance, you could set a limit of \$5000 KYD, but when converted to USD for example, the amount may exceed \$5000 USD but still be under the KYD limit.

Another approval option is to configure transfers (such as an *account to account* transaction) to require approvals while third party payments do not require approvals or vice versa.

Note: It is possible for users to be set up as both a transaction *inputter* as well as an *approver*. However, it is not possible for users to approve a transaction that they themselves have created.

Royal Online Gold Currency Codes

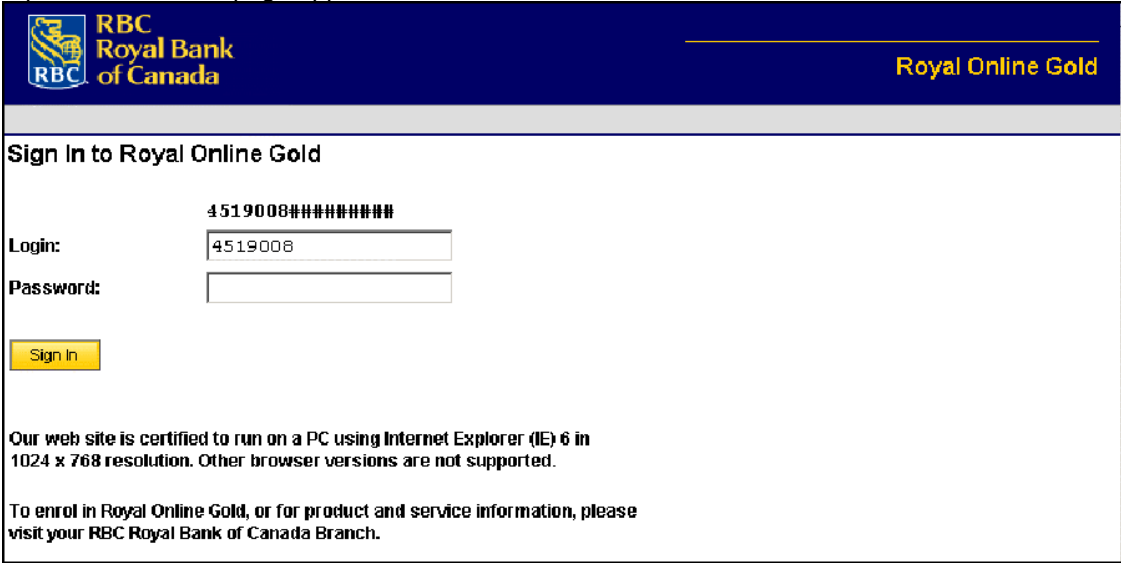
Default currency codes are based on the country of origin and the following currency codes are available in this version of Royal Online Gold:

Country	Currency Code
Bahamas	BSD
Cayman Islands	KYD
Barbados	BBD
EC Countries	XCD
<ul style="list-style-type: none"> ➤ Antigua ➤ Dominica ➤ Montserrat ➤ St. Kitts ➤ St. Lucia 	

Signing in to Royal Online Gold

This document assumes that you currently have a valid login ID and password to access the Royal Online Gold web service. If you do not have a login ID and password, please see your account representative.

To sign in to Royal Online Gold, open the web page provided by your RBC account representative. The page appears as follows:



RBC
Royal Bank
of Canada

Royal Online Gold

Sign In to Royal Online Gold

4519008#####

Login:

Password:

Our web site is certified to run on a PC using Internet Explorer (IE) 6 in 1024 x 768 resolution. Other browser versions are not supported.

To enrol in Royal Online Gold, or for product and service information, please visit your RBC Royal Bank of Canada Branch.

1. Enter your user login ID in the **Login** field. Login values may only consist of sixteen numeric characters.
2. Enter your password in the **Password** field.
3. Click **Sign In**.

Note: Passwords for use with Royal Online Gold must be a combination of letters and numbers and must meet the following conditions:

- Passwords may only contain alpha-numeric characters – no other characters are permitted
- Passwords must contain at least one number
- Passwords must contain at least one uppercase and one lowercase letter
- Passwords must be at least six characters in length
- New passwords must not be the same as any of your previous twelve passwords

Entering Incorrect Login ID or Password

If you enter an invalid login number in the **Login** field, Royal Online Gold issues the following message:

We are having trouble identifying you. Please try again...

There are no limits to the number of attempts you can make. However, if you enter an incorrect password with a valid login number, your first three incorrect attempts will produce the following error message:

We are having trouble identifying you. Please try again...

The 4th incorrect password attempt produces the following message:

We are unable to compete your request.

At this point, your account will be locked and you must contact your RBC representative for assistance.

System Unavailable

Should Royal Online Gold not be available when you attempt to sign in, the following message appears:

We are experiencing temporary problems. Please try again later.

An example of when you may receive this message is at the close of the business day. This is due to the end-of-day processing that Royal Online Gold must perform once the day's transactions are completed.

For example:

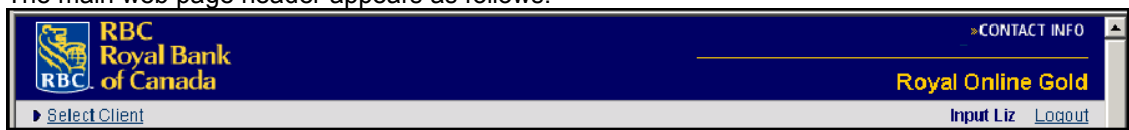
Royal Online Gold - Error	
Temporary Problems	
We are experiencing temporary problems, please try again later.	
For existing Royal Online Gold client technical assistance Monday to Friday, 8 am to 8 pm, please call:	
Bahamas clients:	242-328-CARD (2273)
Bahamas clients calling from Family Islands:	1 242 300-8472 (Toll Free)
Barbados clients (calling from within Barbados):	246-431-6777
Cayman Islands, Eastern Caribbean & Barbados clients (calling from outside Barbados):	1-888-847-5803 (Toll Free)

Royal Online Gold Opening Screen Review

There are several working areas available within the Royal Online Gold opening screen. In order to help you understand how to use these areas, the main screen has been presented in several sections together with an explanation of the features.

Royal Online Gold Header

The main web page header appears as follows:



Select Client	Click on this link to view a dropdown listing all the clients for which you have access within the unit. Note that if you only have one client attached to your user profile, then this option is not available.
Contact Info	Click on this link to open a new browser that includes contact information for assistance with Royal Online Gold.
Logout	Click to exit Royal Online Gold.

Client Details

The client details section lists the current client name, the relationship manager, and client number for the selected client unit. The **Recent Clients** dropdown field to the right of the details area allows you to select any client accessed earlier within the current session.

Client Name	7614639 SHORNAME	Client Number	6676 7614639	Recent Clients
Relationship Manager	GARREN TRICKETT	Information as of	Dec 29, 2004	7614639 SHOR

Account Summary

The account summary section provides the following details for the active client account:

Displaying 1 to 8 of 8 Bank Accounts.						Extract
Type - Number	Designation	Status	Currency	Available Balance		
DESCRIPTION: 362003	TEST ROL GOLD	Active	USD	89,975.78		
DESCRIPTION: 362004	TEST ROL GOLD	Active	EUR	67.98		
DESCRIPTION: 362005	TEST ROL GOLD	Active	EUR	99,579.60		
DESCRIPTION: 362006	TEST ROL GOLD	Active	CAD	32.66		
DESCRIPTION: 362007	TEST ROL GOLD	Active	CAD	298,955.84		
DESCRIPTION: 362008	DESIGNATION	Active	KYD	(32,714.96)		
DESCRIPTION: 733001	TEST ROL GOLD	Active	KYD	896.81		
DESCRIPTION: 733002	DESIGNATION	Inactive	USD	201.45		

Include closed accounts?

Type-Number	<p>Displays the account type and account number - account types include chequing, savings, current account, etc.</p> <p>Click on the white arrow to the right of the field header to sort the grid by the account type. You can view a statement for the account by clicking on the account description.</p>
Designation	This is the client name for the account.
Status	<p>The status for an account can be one of:</p> <ul style="list-style-type: none"> • Active – the account is available for use • Dormant – the account is not currently available but can be reactivated by contacting your RBC representative • Closed – the account is no longer available for use and cannot be reactivated
Currency	Displays the base default currency for the account.
Available Balance	Displays the current available balance for transfer from the account. This amount is displayed in the account's default currency.

Extract	Clicking the Extract button produces the following screen which allows you to download the grid details in one of three formats:	
	Select the format you wish to download and click Extract to proceed.	
Include Closed Accounts	Check this box if you wish to include details for all closed accounts for this client in the account summary. Please note that the web page will update automatically when you check the box.	

Account Statements

This display provides an online summary of the account you selected in the Account Summary section of this document. The statement shows all activity for the account for the past seven days.

Note: You can change the default date range for viewing statements through the unit Preference settings. Please see *Links and Shortcuts* for more information.

There are three transaction types that may appear in an account statement:

- Captured Transactions – these are transactions that have been input and the status is “**Completed**”. These will be updated to **Posted** on the next business day.
- Posted Transactions – these are transactions that have been processed
- Future Transactions – these are transactions that have been postdated

Click on the account **Type – Number** field to view the account details; if there are no transactions for the account for the past seven days, the following appears:

Client Name	XXXXXXXXXXXXXXXXXX	Client Number	XXXX-XXXX-XXXX
Relationship Manager	GARRETT FRONZONI	Information as of	Dec 29, 2004
Account Number	XXXX-XXXX-XXXX	Account Type	DESCRIPTION (KYD)

Statement for account XXXXXXXX (KYD)

There are no transactions against this account for the last 7 days.

[See More](#)

[Back to Summary](#) [View Account Information](#)

Viewing Statement Date Range

If you wish to view more history on *posted* transactions for this account beyond the past seven days, click the **See More** button. This opens a new window with a date range selector – for example:

Select Date Range

Start Date

End Date

[Submit](#)

1. Enter a starting date in DD/MM/YYYY format or use the dropdown arrows to set a starting date.
2. Enter an end date for the range in the same manner.
3. Click the **Submit** button.

Note: When you initially create a new statement as described above, only *captured* transactions are included in the statement. However, once set a date range for the statement report, all status types are included in the report.

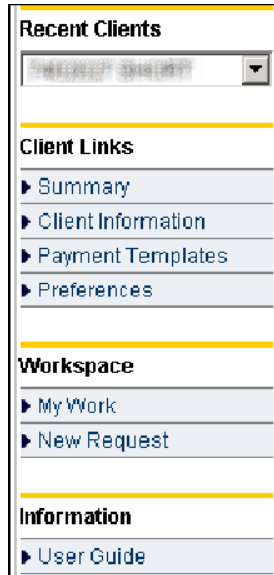
Viewing Account Details

The **View Account Details** button produces a more complete description of the selected account. A typical example appears below:

Client Name	XXXXXXXXXXXXXXXXXXXX	Client Number	XXXX-XXXX-XXXX
Relationship Manager	CARRIE TRICKEY	Information as of	Dec 29, 2004
Account Number	XXXX-XXXX-XXXX	Account Type	DESCRIPTION (KYD)
Account Information		Balance Information	
Designation:	DESIGNATION	Available Balance:	325,812.73 KYD
Currency:	KYD - Cayman Islands Dollar	Last Transaction Date:	Sep 09, 2004
Status:	Active		
Date Opened:	Jul 19, 2002		
Date Closed:			
Credit Interest Information		Overdraft Information	
Accrued Credit Interest:	0.00 KYD	Accrued Debit Interest:	0.00 KYD
Rate Applicable to Current Balance:	0.00000%	Rate:	17.00000%
Credit Interest Frequency:	Monthly Last Day of the Month	Debit Interest Frequency:	Monthly Last Day of the Month
		Limit:	0.00 KYD
		Expiry Date:	
Statement Information			
Cycle:	Monthly Jan to Dec on the 5th		
Last Statement Balance:	325,812.73 KYD		
Last Statement Date:	Sep 15, 2004		
NOTE - Please contact your relationship manager for any queries about this information.			
Back to Summary		View Account Statement	

Links and Shortcuts

The main opening page contains a collection of links and shortcuts to help you streamline your tasks. These are located on the right-hand side of the main display area:



Recent Clients	Contains a list of the most recent client accounts that you have accessed.
Summary	View a summary listing of the accounts for which you have permission to access.
Client Information	Displays details for the clients for which you have access.
Payment Templates	Allows you to manage templates to provide payment to third parties. See <i>Working With Payment Templates</i> for more information.
Preferences	<p>This link opens the Preferences dialog box that contains two options:</p> <ol style="list-style-type: none"> 1. Use bank account paging – If this option is checked, then the summary screen will display five accounts per page. 2. Display additional days worth of history – by default, Royal Online Gold displays seven days of history but you can change the default by entering a new value in the blank field. <p>You must click the Save Changes button for the changes to take effect.</p>
My Work	This shortcut opens a summary view of all transaction requests you have made. This display can also show transactions requested for your unit.
New Request	Clicking this link invokes the Raise a Request screen that contains links to the transfer and payment options you can perform in Royal Online Gold. For more information, see <i>Creating New Transactions</i> .

Section 2 – Creating New Transactions

Raise A Request

Please select the type of request you require to continue:

Payments and Transfers

[Account to Account Transfer Request](#)
This is a transfer between two accounts in the same currency owned by a single client.

[Inter Client Transfer Request](#)
This is a transfer between two accounts in the same currency owned by different clients.

[Third Party Payment Request](#)
This is a Payment from the selected client.

[Make Payment Request from Template](#)
This is used to start a payment from a saved template.

Foreign Exchange

[Foreign Exchange Transfer Request](#)
This is a transfer between two accounts denominated in different currencies.

Note: If you do not have permission to create a transfer request or payment task, then the options in the screenshot above will be grayed out and unavailable for use.

Raising a New Request

Account to Account Transfers

Royal Online Gold will verify that the funds are available in the account to be debited before the transfer can take place.

There are six steps that you must complete in order to create an account to account transaction request:

1. Select the account to debit
2. Select the account to credit
3. Provide the transfer details
4. Provide the date for the transfer
5. Include processing notes for the workflow
6. Confirm the transaction details

Please note the additional rules that apply for this transaction type:

- Once transfers are completed, the debit and credit details will be reflected immediately in the Summary Details Account transaction activity.

Selecting the Debit Account

To create a new account to account transfer:

1. Click the **New Request** link to open the **Raise a Request** screen. Select **Account to Account Transfer Request**.

Raise A Request

Please select the type of request you require to continue:

Payments and Transfers

[Account to Account Transfer Request](#)
This is a transfer between two accounts in the same currency owned by a single client.

[Inter Client Transfer Request](#)
This is a transfer between two accounts in the same currency owned by different clients.

[Third Party Payment Request](#)
This is a Payment from the selected client.

[Make Payment Request from Template](#)
This is used to start a payment from a saved template.

- Click on the account to *debit* from the list of accounts – the background of the account will turn yellow to indicate that it has been selected. Click continue.

RBC Royal Bank of Canada | CONTACT INFO | Royal Online Gold

Home | New Request | Input Fields | Logout

Raise A Request

Account to Account Transfer - Step 1 of 6

1. Debit Account

Please select a Debit Account from the list below and click Continue

Showing 1 to 8 of 8 Bank Accounts

Type - Number	Description	Status	Currency	Available Balance
DESCRIPTION_202563	TEST ROL GOLD	Active	USD	09,875.70
DESCRIPTION_202564	TEST ROL GOLD	Active	EUR	€7.98
DESCRIPTION_202567	TEST ROL GOLD	Active	EUR	€9.474.60
DESCRIPTION_202568	TEST ROL GOLD	Active	CAD	€2.66
DESCRIPTION_202570	TEST ROL GOLD	Active	CAD	298,855.84
DESCRIPTION_202571	DESIGNATION	Active	KYD	(32,714.96)
DESCRIPTION_202572	TEST ROL GOLD	Active	KYD	€66.81
DESCRIPTION_202573	DESIGNATION	Inactive	USD	201.45

Continue | Cancel

Recent Clients
REQUEST SELECT

Client Links
 Summary
 Client Information
 Payment Templates
 Preferences

Workspace
 My Work
 New Request

Information
 User Guide

Selecting the Credit Account

To select the account to credit:

1. Click on the account to *credit* from the list of accounts – the background of the account will turn yellow to indicate that it has been selected. Click continue

RBC Royal Bank of Canada | CONTACT INFO | Royal Online Gold | Input Fields | Logout

Home | New Request

Raise A Request

Account to Account Transfer - Step 2 of 6

1. Debit Account
2. Credit Account
3. Transfer Details
4. Set Value Date
5. Notes for Workflow
6. Confirmation

Please select a Credit Account from the list below and click Continue

Showing 1 to 1 of 1 Bank Accounts

Type	Number	Designation	Status	Currency	Available Balance
	DESCRIPTION - 7326182	DESIGNATION	Inactive	USD	201.45

Previous | Continue | Cancel

Recent Clients: [Dropdown]
Client Links: Summary, Client Information, Payment Templates, Preferences
Workspace: My Work, New Request

Providing Transfer Details

The next screen enables you to enter the details of the transfer. Note that the debit and credit accounts are listed at the top of the main form. All fields require input before you can proceed. Click continue.

RBC Royal Bank of Canada | CONTACT INFO | Royal Online Gold | Input Fields | Logout

Home | New Request

Raise A Request

Account to Account Transfer - Step 3 of 6

1. Debit Account
2. Credit Account
3. Transfer Details
4. Set Value Date
5. Notes for Workflow
6. Confirmation

Please enter a transfer amount below and click Continue

Selected Bank Accounts

Debit Type	Type - Number	Currency	Available Balance
Debit	DESCRIPTION - 28274953	USD	89,975.78
Credit	DESCRIPTION - 7326182	USD	201.45

* - Indicates a Required Field

Transfer Reference:

* Amount:

* Priority:

* Debit Narrative:

* Credit Narrative:

Field Name	Description
Transfer Reference	This is a Royal Online Gold-generated reference number. You cannot edit or delete this number as it is used by Royal Online Gold to track the transaction during processing.
Amount	Enter the amount for the transaction - this field is mandatory.
Priority	<p>There are three priority levels available:</p> <ul style="list-style-type: none"> • Low • Medium • High <p>You can assign one of these priority levels when you input a new transaction so that the approver can determine the importance of the transfer request. This field is mandatory.</p>
Debit Narrative	This field permits you to enter a description of the transaction that will appear in the client statement for the account. In this example, you could enter Transfer to Account 1000330 to cause an entry to appear in the client statement that describes the reason for the debit. This field is mandatory.
Credit Narrative	The Credit Narrative field provides the same thing as the Debit Narrative, only this entry appears in the client statement of the <i>credited</i> account. For example, Transfer from Account 1000348 will appear in the statement to explain the credit amount caused by this transaction. This field is mandatory.

Setting the Date

The current date serves as the default date for all new transactions – click **Continue** to accept the default date or, if you wish to post-date this transaction so it will occur at a later time, complete the following steps in the **Set Value Date** screen:

[Home](#) > [New Request](#)

Raise A Request

Account to Account Transfer - Step 4 of 6

[1. Debit Account](#)

[2. Credit Account](#)

[3. Transfer Details](#)

4. Set Value Date

[5. Notes for Workflow](#)

[6. Confirmation](#)

Please specify a value date or accept the default and click Continue

* - Indicates a Required Field

*** Value Date:**
This field allows you to enter the Value Date for the transfer.

Thursday, January 06, 2005

Previous
Continue
Cancel

1. Click the calendar icon to the right of the field showing the current date – a date selector appears as follows:



2. Using the arrows at the top of the date selector, locate the month for the transaction.
3. Click the day for the transaction.
4. Click **Continue** to set the new date and proceed to the notes screen.

Adding a Note to the Workflow

Adding a note to the workflow is only mandatory for transactions sent as a *High* priority – *Low* and *Medium* priority transactions do not require a note and you can bypass this screen by clicking the **Continue** button.

Many users find it helpful to record a batch number or other reference number in this field to help them identify specific transactions for reconciling. Anything you enter here appears in the **Workflow Notes** section of the confirmation screen.

The information you enter here will be available for review by the Royal Online Gold administrators and any approvers required to process this request.

Warning: Please read the important notice regarding the distribution of sensitive information in this notes field. Financial details such as account codes and passwords should never be included in this field.

Home > New Request

Raise A Request

Account to Account Transfer - Step 5 of 6

- 1. Debit Account
- 2. Credit Account
- 3. Transfer Details
- 4. Set Value Date
- 5. Notes for Workflow
- 6. Confirmation

Please specify any workflow notes you may have

Important Notice
Please use this field if you wish to pass important or additional information on to individuals within the workflow or to client administration.
At no time should this field be used to pass financial information such as sort codes, FX rates, charge amounts, etc. Please review the details that you have input for the current transaction if you find that you need to enter additional financial information in this field to complete the transaction.

Previous Continue Cancel

Once you have added a note – or if you wish to continue without including a note – click the **Continue** button.

Confirming the Transfer

You should review this information to ensure that it is accurate and reflects the transaction instructions that you wish to submit for approval and processing:

▶ [Home](#) ▶ [New Request](#)

Raise A Request

Account to Account Transfer - Step 6 of 6

1. [Debit Account](#)
2. [Credit Account](#)
3. [Transfer Details](#)
4. [Set Value Date](#)
5. [Notes for Workflow](#)
6. **Confirmation**

Confirmation - please review the transaction details and select Finish to submit:

Workflow Notes

Transaction Details

Submit Date:	Nov 23, 2006 16:22	Transaction Priority:	Medium
Client Number:	7462027	Client Name:	7462027 SHORTNAME
Submitted By User:	I Fabio	Client Tracking Reference:	A2AIF23112006162755790
Value Date:	Jan 06, 2006		

Administration Charge Details

Charge Required:	No Charge Applied
------------------	-------------------

Transfer Account Entry: Line 1

Entry Type:	Debit	Client Number:	7462027
Transit:	0075	Designation:	TEST ROL GOLD
Account:	2625053	Narrative:	TRANSFER TO ACCOUNT 2625053
Amount:	500.12		
Currency:	USD		

Transfer Account Entry: Line 2

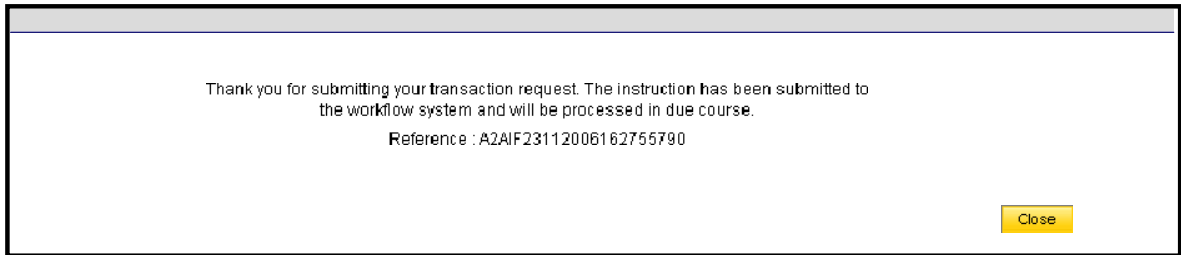
Entry Type:	Credit	Client Number:	7462027
Transit:	0075	Designation:	DESIGNATION
Account:	7320192	Narrative:	TRANSFER FROM ACCOUNT 7320192
Amount:	500.12		
Currency:	USD		

Previous
Finish
Cancel

Note: If you need to make changes to the transaction, click the **Previous** button to move back through the screens. When you get to the screen that requires the change, update the information and then use the **Continue** button to get back to the *Confirmation* screen. You can also select a specific step to edit by clicking the appropriate step from the list of steps to the left of the main working area.

If you wish to cancel the request entirely, click the **Cancel** button. The information you have entered as part of the request will not be saved and the transaction will not be processed.

Once you have completed the transfer request, click the **Finish** button to submit the transaction. The following message confirms that the transaction request has been saved to Royal Online Gold:



Inter-Client Transfer

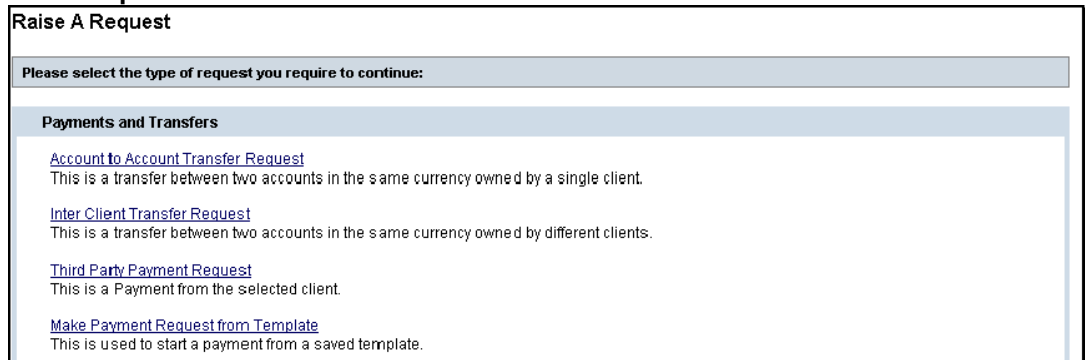
There are four steps that you must complete in order to create an inter-client funds transfer:

1. Select the accounts to be credited and debited
 2. Provide the transfer details
 3. Provide additional transaction details
 4. Confirm the transfer
- Once transfers are completed, the debit and credit details will be reflected in the Summary Details Account transaction activity once the status updates to *Completed*.

Raising a New Inter-Client Transfer Request

To create a new inter-client transfer request:

1. Click the **New Request** link – this opens the **Raise a Request** screen. Click the **Inter-Client Transfer Request** link. Click continue.



Selecting the Accounts

The Select Accounts screen lists the clients that you can access for this transaction. There is also a client search feature that permits you to search other clients in the unit. To search for other clients:

1. Select the client from the display.

Raise A Request

Inter Client Transfer - Step 1 of 4

1. Select Accounts

2. Transfer Details

3. Additional Details

4. Confirmation

Please search for the Client(s) that you would like to involve in this transfer:

Client Name:

Client Number:

Search

Please select the client that you wish to credit or debit

Client Name	Transit	Client Number
4643433.SHORTNAME	5625	4643433
5595368.SHORTNAME	5625	5595368
5710264.SHORTNAME	5625	5710264

Continue

Cancel

Client Links

- ▶ Select Client
- ▶ Preferences

Workspace

- ▶ My Work
- ▶ New Request
- ▶ Reports

Information

- ▶ User Guide

2. Select the account from the selected Client Name.

Raise A Request

Inter Client Transfer - Step 1 of 4

1. Select Accounts
2. Transfer Details
3. Additional Details
4. Confirmation

Please search for the Client(s) that you would like to involve in this transfer:

Client Name:
Client Number:

Please select the client that you wish to credit or debit

Client Name	Transit	Client Number
4643433.SHORTNAME	5625	4643433
5595368.SHORTNAME	5625	5595368
5710264.SHORTNAME	5625	5710264

Please select the account that you would like to use for a debit or credit

Type - Number	Designation	Status	Currency	Balance
DESCRIPTION - 1330028	TEST ROLG	Active	BSD	5,982.94
DESCRIPTION - 4814455	TEST ROLG	Active	USD	184.28
DESCRIPTION - 7219025	TEST ROLG	Active	BSD	57,891.55

Client Links

- Select Client
- Preferences

Workspace

- My Work
- New Request
- Reports

Information

- User Guide

3. Input the amount and select Debit/Credit. Enter a description in the **Narrative** field – this will appear in the account statement. Click Add Entry

Raise A Request

Inter Client Transfer - Step 1 of 4

1. Select Accounts
2. Transfer Details
3. Additional Details
4. Confirmation

Please search for the Client(s) that you would like to involve in this transfer:

Client Name:
Client Number:

Please select the client that you wish to credit or debit

Client Name	Transit	Client Number
4643433.SHORTNAME	5625	4643433
5595368.SHORTNAME	5625	5595368
5710264.SHORTNAME	5625	5710264

Please select the account that you would like to use for a debit or credit

Type - Number	Designation	Status	Currency	Balance
DESCRIPTION - 1330028	TEST ROLG	Active	BSD	5,982.94
DESCRIPTION - 4814455	TEST ROLG	Active	USD	184.28
DESCRIPTION - 7219025	TEST ROLG	Active	BSD	57,891.55

* Amount:

Debit Credit

* Narrative:

Client Links

- Select Client
- Preferences

Workspace

- My Work
- New Request
- Reports

Information

- User Guide

- Select another Client Name and the accounts will be shown on the second box. If you have debited funds from the first client, the funds must be credited to the second client. You can input multiple Debit/Credit Entries as long as the ledger balance is 0.00

Raise A Request

Inter Client Transfer - Step 1 of 4

1. Select Accounts
 2. Transfer Details
 3. Additional Details
 4. Confirmation

Please search for the Client(s) that you would like to involve in this transfer:

Client Name:
 Client Number:

Please select the client that you wish to credit or debit

Client Name	Transit	Client Number
4643433 SHORTNAME	5625	4643433
5595368 SHORTNAME	5625	5595368
5710284 SHORTNAME	5625	5710284

Please select the account that you would like to use for a debit or credit

Type - Number	Designation	Status	Currency	Balance
DESCRIPTION - 4169199	TEST - SYLVIA ROG PHASE 2	Active	USD	19,905.87
DESCRIPTION - 4071726	DESIGNATION	Active	USD	17,777.01

Transfer Ledger

Delete	Client Name	Type / Account Number	Currency	Balance	Credit	Debit
Delete	4643433 SHORTNAME	DESCRIPTION - 4814455	USD	184.28		10.00
Delete	5595368 SHORTNAME	DESCRIPTION - 4071726	USD	17,777.01	10.00	
				Ledger Balance	0.00	

Client Links
 ▶ Select Client
 ▶ Preferences

Workspace
 ▶ My Work
 ▶ New Request
 ▶ Reports

Information
 ▶ User Guide

- Click **Continue** to proceed to the Transfer Details.

Note: Online Gold displays the following message when the ledger balance does not equals to zero:

The debit / credit amounts do not balance. Please amend the entries:

Correct the balance and then click **Continue** to proceed to the Transfer Details screen.

Providing Transfer Details

Raise A Request

Inter Client Transfer - Step 2 of 4

1. Select Accounts

2. Transfer Details

3. Additional Details

4. Confirmation

Transfer Details

Priority:

Reference:

Transfer Description:

Fill out the Transfer Details screen as follows. Click continue;

1. Complete the following fields:

Field Name	Description
Priority	<p>There are three priority levels available:</p> <ul style="list-style-type: none"> • Low • Medium • High <p>You can assign one of these priority levels when you input a new transaction so that the designated approver(s) can determine the importance of the transfer request.</p>
Reference	<p>This is a Royal Online Gold-generated reference number. You cannot edit or delete this number as it is used by Royal Online Gold to track the transaction during processing.</p>
Transfer Description	<p>This field is not for use with this version of Royal Online Gold. Please do not enter anything in this field.</p>


Providing Additional Details

This step is optional. Clients can override date which is set to the current day.

Please enter a Value Date for the transfer:

* - Indicates a Required Field

* Value Date:

Thursday, January 06, 2005 

Please enter notes relevant to the transfer:

Important Notice :

Please use this field if you wish to pass important or additional information on to individuals within the workflow or to client administration.

At **no time** should this field be used to pass financial information such as sort codes, FX rates, charge amounts, etc. Please review the details that you have input for the current transaction if you find that you need to enter additional financial information in this field to complete the transaction.

Previous Continue Cancel

To set a new date:

1. Click the calendar icon to the right:
2. Locate the month and day that you wish to set for the transfer using the navigational arrows at the top of the date selector.

January 2005						
Mon	Tue	Wed	Thu	Fri	Sat	Sun
27	28	29	30	31	1	2
3	4	5	6	7	8	9
10	11	12	13	14	15	16
17	18	19	20	21	22	23
24	25	26	27	28	29	30
31	1	2	3	4	5	6

3. Click **Continue** to advance to the Confirmation screen.

Confirming the Transaction

Review the information on the transaction confirmation screen to ensure that it is accurate and reflects the transaction instructions that you wish to submit for approval and processing.

Raise A Request

Inter Client Transfer - Step 4 of 4

1. [Select Accounts](#)

2. [Transfer Details](#)

3. [Additional Details](#)

4. **Confirmation**

Confirmation - please review the transaction details and select Finish to submit:

Workflow Notes

Transaction Details

Submit Date:	Nov 27, 2009 12:07	Transaction Priority:	Medium
Client Number:	Inter Client	Client Name:	Inter Client Transfer: TESTING
Submitted By User:	I Joe	Client Tracking Reference:	ICTUJ271120091267333
Value Date:			

Administration Charge Details

Charge Required:	No Charge Applied
------------------	-------------------

Transfer Account Entry: Line 1

Entry Type:	Debit	Client Number:	4843433
Transit:	5775	Designation:	TEST ROLG
Account:	4814455	Amount:	10.00
Currency:	USD	Narrative:	TEST

Transfer Account Entry: Line 2

Entry Type:	Credit	Client Number:	5595368
Transit:	5775	Designation:	DESIGNATION
Account:	4071726	Amount:	10.00
Currency:	USD	Narrative:	TEST

Client Links

- ▶ Select Client
- ▶ Preferences

Workspace

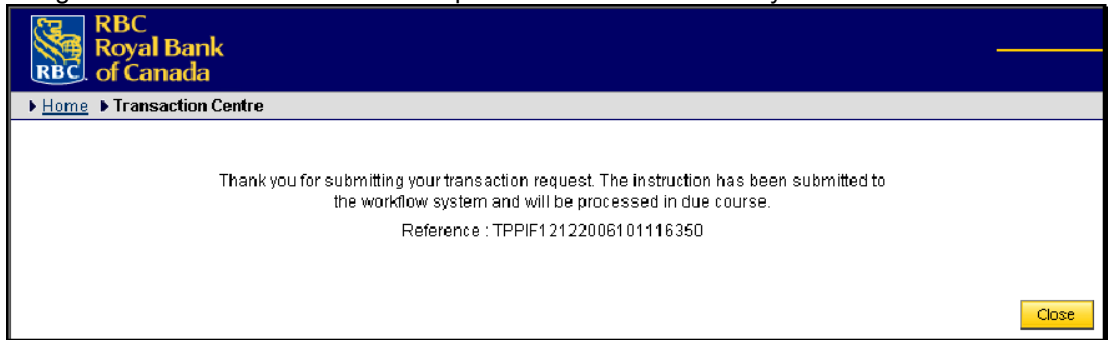
- ▶ My Work
- ▶ New Request
- ▶ Reports

Information

- ▶ User Guide

Previous
Finish
Cancel

If the details are correct, click the **Finish** button to complete the transaction. The following message confirms that the transaction request has been saved to Royal Online Gold:



Third Party Payments

There are seven steps that you must complete in order to send a 3rd party payment:

1. Select the debit account
2. Provide payment details
3. Include beneficiary bank details
4. Value date and other information
5. Add workflow notes
6. Create a template
7. Confirm the transfer

NOTE: You can debit an account based in one currency and send foreign exchange third party payment transactions in a second currency.

Raising a New Third Party Payment Request

1. Click the **New Request** link. Click the **Third Party Payment** link.

Raise A Request

Please select the type of request you require to continue:

Payments and Transfers

[Account to Account Transfer Request](#)
This is a transfer between two accounts in the same currency owned by a single client.

[Inter Client Transfer Request](#)
This is a transfer between two accounts in the same currency owned by different clients.

[Third Party Payment Request](#)
This is a Payment from the selected client.

[Make Payment Request from Template](#)
This is used to start a payment from a saved template.

Selecting the Debit Account

- Click on the account from which you wish to make the payment – the background turns yellow to indicate that the account has been selected: Click continue.

RBC Royal Bank of Canada

Home | New Request

Raise A Request

Third Party Payment - Step 1 of 7

- Select Debit Account**
- Payment Details
- Beneficiary Bank Details
- Value Date & Other Information
- Notes for Workflow
- Create a Template
- Confirmation

Important Notice :
Transactions which are input and approved by the client's designated users before the 2:00 p.m. EST deadline will be processed today by the Royal Bank system. Transactions not input and approved by the client's designated users before the deadline will be processed on the next business day.

Please select a Debit Account from the list below and click Continue:

Showing 1 to 8 of 8 Bank Accounts

Type - Number	Designation	Status	Currency	Available Balance
DESCRIPTION_252085	TEST ROL GOLD	Active	USD	89,975.78
DESCRIPTION_252085	TEST ROL GOLD	Active	EUR	67,98

Providing Payment Details

Please enter the Debit Details

* - Indicates a Required Field

Priority:

* Credit Amount:

Credit Currency:

Internal Reference (TT):

* Debit Narrative:

Please specify the individual or institution to be paid and click Continue

* Individual or Institution Name:

* Account Number / IBAN:

Type:

Narrative:

Previous | Continue | Cancel

Complete the fields and click Continue.

Field	Description
Internal Reference	This is a system-generated reference number. You cannot edit or delete this number as it is used by Royal Online Gold to track the payment request during processing.
Debit Narrative	Enter a description for the payment. Whatever you enter here will appear in the account statement.
Individual or Institution Name	Enter the name of the individual or the institution receiving the payment. This is a mandatory field.
Account Number / IBAN	Enter the transit and account number / IBAN (International Bank Account Number)for the account that will receive the payment. This is a mandatory field.

Beneficiary Bank Details

In this screen you must provide details for the beneficiary bank – that is, the bank that is receiving the third party payment:

Beneficiary Bank Details - please enter the details manually, or use Bank Search Mode to assist

* - Indicates a Required Field

Please supply as much information as possible: Bank Search Mode

* Name:

Branch:

Address 1:

Address 2:

City:

* Country:

Post Code:

Bic Code:

Fedwire/ABA Code:

Swift Code:

Add Intermediary Bank details

Previous
Continue
Cancel

1. Click on the **“Bank Search Mode”** button and enter the name of the beneficiary bank in the **“Bank Search”** field then click on the **“Search”** button.

Note: If the Beneficiary Bank cannot be located using the *Bank Search Mode*, Complete the fields in the Beneficiary Bank Details form. The **Name** and **Country** fields are mandatory and require direct input.

2. To add an Intermediary Bank please check the **Add Intermediary Bank details** checkbox and click **Continue**.

Adding Intermediary Bank Details

You may only chose one intermediary bank.

Please specify the Intermediary details and then click Continue

Bank to Bank info

Destination (BIC Code)

From: RBC Cayman

Add Intermediary

Intermediary Bank					
Order	Type	Institution	Address	Region / Country	

To: CENTRAL BANK OF BARBADOS

(X-Border Payment)

Previous

Continue

Cancel

1. Click on the “**Add Intermediary**” button
2. Click on the “**Bank Search Mode**” button and enter the name of the intermediary bank in the “**Bank Search**” field then click on the “**Search**” button.
3. Click the “**Add Intermediary**” button then click “**Continue**”.

Value Date

The following illustration explains typical processing timelines:

i Important Notice :

1. The value date varies with currency and completion time of the transaction (see the value date tables below).
2. The actual value date, wire fees and contract number will be displayed within the **Workflow Notes** section on the **My Work - Transaction Requests - Selected Transaction Details** page, after the transaction status changes to "Completed".

Value Date: Friday, January 07, 2005

Cayman Users - Value Date Table		(Note: Bus. day = Business day)	
Curr	Before 1:00 p.m.	After 1:00 p.m.	Beneficiary not in same country as currency
USD	Current day	Current day + 1 Bus. day	Current day + 2 Bus. days
CAD	Current day	Current day + 1 Bus. day	Current day + 2 Bus. days
GPB	Current day + 2 Bus. days	Current day + 2 Bus. days	Current day + 2 Bus. days
EUR	Current day + 2 Bus. days	Current day + 2 Bus. days	Current day + 2 Bus. days

Click **Continue** to advance to the workflow notes screen.

Notes for Workflow

The Notes for Workflow screen makes it possible for you to include additional information to the approver or administrator regarding this transaction.

Because the information you enter in this field can be viewed by anyone within the workflow, do not include financial information such as account codes and passwords or other sensitive information.

Please specify any workflow notes you may have

i Important Notice

Please use this field if you wish to pass important or additional information on to individuals within the workflow or to client administration.

At no time should this field be used to pass financial information such as sort codes, FX rates, charge amounts, etc. Please review the details that you have input for the current transaction if you find that you need to enter additional financial information in this field to complete the transaction.

Note: This field is optional but can be used for several purposes. For instance, you can include SWIFT message details for fields 70 and 72 in the workflow notes where:

- Tag 70 contains payment details for beneficiary
- Tag 72 contains bank to bank information

Click the **Continue** button to confirm the transaction request.

Creating a Template from Current Payment Request

If the payment request you have made is a transaction that you often perform, you can create a Payment Template. The template will not be available until after the payment has been approved and processed.

Templates saved to Royal Online Gold automatically populate many of the fields required to create a new payment request, and once a template is created, it is available for use by anyone in your unit.

To create a new template based on the details of the current request, complete the following:

Create a Template

Existing Templates

Existing Customer Templates

Name	Description:
Joe Smith	monthly gifts

Do you wish to save this payment as a Template?

Name:

Description:

1. Check the box beside **Do you wish to save this payment as a Template?**
2. Enter a name for the template in the **Name** field.
3. Enter a description for the template in the **Description** field.
4. Click **Continue** to proceed to the payment confirmation.


Confirming the Transaction

Verify that the details presented in the summary are accurate and represent the payment transaction that you require.

Client Number:	4643433	Client Name:	4643433 SHORTNAME
Submitted By User:	I Zeta	Client Tracking Reference:	TPPIZ1052007134752227
Templated Instruction:	No		
Administration Charge Details			
Charge Required:	Apply Charge Later	Foreign Bank Charge:	Bank
Debit Details			
Value Date:	May 03, 2007		
Debit Account:	4814455	Debit Transit:	5775
Debit Currency:	USD	Client Reference:	TPPIZ1052007134752227
Debit Narrative:	TEST 3PP	Designation:	TEST ROLG
SWIFT Message Details			
MT103 Destination:		Bank to Bank Info:	
Payee Details: Beneficiary 1			
Credit Amount:	1.66	Entity Type:	Private Entity
Credit Currency:	CAD		
Beneficiary Name:	BROWN BANK	Payment Details:	
Beneficiary Account:	11111111		
Financial Institution:	FirstCaribbean International Bank (Barbados) Ltd	City:	St. John's
Branch:		Country:	Antigua and Barbuda
Address 1:	High & Market St	Post Code:	
Address 2:			
Bic Code:			
Swift Code:	FCIBAGAGXXX		

You can use the steps listed to the left of the summary report if you need to return to one of the screens to amend any details. Otherwise, click the **Finish** button to send the request for approval.

The following message confirms that the payment request has been added to the Royal Online Gold system and will be processed based on the workflow steps saved as part of your user and account profile:



[Home](#) > [Transaction Centre](#)

Thank you for submitting your transaction request. The instruction has been submitted to the workflow system and will be processed in due course.
 Reference : TPPIF12122006101116350

Close

Working with Payment Templates

This is a very useful feature if you make regular payments to the same payee because once you access the template, you need only complete the **Priority**, **Amount**, and **Debit Narrative** fields. All other fields will be populated automatically based on the details of the original payment request.

Making Payment Request from a Template

Click **New Request** in the **Workspace** shortcuts list. Click **Make Payment Request from Template**.

Raise A Request

Please select the type of request you require to continue:

Payments and Transfers

[Account to Account Transfer Request](#)
This is a transfer between two accounts in the same currency owned by a single client.

[Inter Client Transfer Request](#)
This is a transfer between two accounts in the same currency owned by different clients.

[Third Party Payment Request](#)
This is a Payment from the selected client.

[Make Payment Request from Template](#)
This is used to start a payment from a saved template.

To make a payment from an existing template, complete the following steps:

In this example, note that there are three payment templates saved for this unit. You can select any of these templates to use for the creation of a new payment request.

Payment Request From Template

(Template requests are only available for use after the transaction has been processed successfully)

Filter: Names Like:

Displaying 1 to 3 of 3 Templates

Template	Description	Transaction	Edit	Manage
Testing and #35; and	Testing and #35; and	Make Payment	Change Name	Delete
Agata - Template	K/D account	Make Payment	Change Name	Delete
Agata - Template	USE Account	Make Payment	Change Name	Delete

Note that you can search for a template by name – for example:

- Click on the **Filter** dropdown menu.
- Select **Name**.
- Enter keywords to search by in the **Names Like** field and click the **Search** button. All template names matching the keywords you specify are displayed in the grid. To view all the templates available, select **None** in the **Filter** dropdown list and click **Search**.

2. Click on the **Make Payment** link for the payment template you wish to use. The account selection screen appears:

i Important Notice :
Transactions which are input and approved by the client's designated users before the 2:00 p.m. EST deadline will be processed today by the Royal Bank system. Transactions not input and approved by the client's designated users before the deadline will be processed on the next business day.

Please select a Debit Account from the list below and click Continue:

The selected account from the template may not appear on the current page.

Showing 1 to 1 of 1 Bank Accounts

Type - Number	Designation	Status	Currency	Available Balance
DESIGNATION DESIGN	DESIGNATION	Active	KYD	8,888,888,888,885.32

Continue Cancel

3. The account is selected automatically for you based on the account used by the template. Click **Continue** to proceed to the **Debit Details** screen.

Note: If you had selected a template in the Step above that includes accounts for which you do not have permission to access, then the standard account selection screen appears and you can choose one of the available accounts to continue with the payment request.

* - Indicates a Required Field

Priority: Medium

* Credit Amount: 0.00

Credit Currency: CAD

Internal Reference (TT): TPPIZ105200714354414

* Debit Narrative: Payment To:

Please specify the individual or institution to be paid and click Continue

* Individual or Institution Name: FORD COMPANY LIMITED

* Account Number / IBAN: 3568640

Type: Private Entity

Narrative:

4. Complete the fields that are not supplied automatically from the template.

5. Click **Continue** once you have completed the required fields.

i Important Notice :

1. The value date varies with currency and completion time of the transaction (see the value date tables below).
 2. The actual value date, wire fees and contract number will be displayed within the **Workflow Notes** section on the **My Work - Transaction Requests - Selected Transaction Details** page, after the transaction status changes to "Completed".

Value Date: Monday, January 10, 2005

Cayman Users - Value Date Table			
(Note: Bus. day = Business day)			
Curr	Before 1:00 p.m.	After 1:00 p.m.	Beneficiary not in same country as currency
USD	Current day	Current day + 1 Bus. day	Current day + 2 Bus. days
CAD	Current day	Current day + 1 Bus. day	Current day + 2 Bus. days
GBP	Current day + 2 Bus. days	Current day + 2 Bus. days	Current day + 2 Bus. days
EUR	Current day + 2 Bus. days	Current day + 2 Bus. days	Current day + 2 Bus. days

Previous
Continue
Cancel

6. Click **Continue** to add notes to the payment request:

Please specify any workflow notes you may have

i Important Notice

Please use this field if you wish to pass important or additional information on to individuals within the workflow or to client administration.

At **no time** should this field be used to pass financial information such as sort codes, FX rates, charge amounts, etc. Please review the details that you have input for the current transaction if you find that you need to enter additional financial information in this field to complete the transaction.

Previous
Continue
Cancel

7. Enter any note you wish to include with the payment by entering text directly in the field.

- Click **Continue** to view the confirmation screen.

Administration Charge Details			
Charge Required:	Apply Charge Later	Foreign Bank Charge:	Shared
Debit Details			
Value Date:	May 02, 2007	Debit Transit:	5775
Debit Account:	4814455	Client Reference:	TPPIZ105200714181883
Debit Currency:	USD	Designation:	TEST ROLG
Debit Narrative:	INV 123454		
SWIFT Message Details			
MT103 Destination:		Bank to Bank Info:	
Payee Details: Beneficiary 1			
Credit Amount:	2.000	Entity Type:	Private Entity
Credit Currency:	EUR	Payment Details:	
Beneficiary Name:	CARS R US	City:	CORAL GABLES
Beneficiary Account:	1768640	Country:	United States
Financial Institution:	EASTERN NATIONAL BANK	Post Code:	5407
Branch:	FL		
Address 1:	868 PONCE DE LEON BLVD		
Address 2:			
Bic Code:			
Fedwire/ABA Code:	087002500		
Swift Code:			

- Verify that the details presented in the summary are accurate and click the **Finish** button to submit the payment for approval.
- The following message confirms the payment request has been added to the Royal Online Gold system and will be processed based on the workflow steps saved as

Thank you for submitting your transaction request. The instruction has been submitted to the workflow system and will be processed in due course.

Reference : TPPIJ13122006134229862

[Close](#)

part of your user and account profile:

Managing Templates

The **Manage Templates** screen is available by selecting the **Payment Templates** link in the **Client Links** section. From this screen you can perform several tasks including the following:

- Creating new payment templates for the selected payee
- Deleting payment templates
- Viewing payee details
- Deleting payees

Manage Templates

(Template requests are only available for use after the transaction has been processed successfully)

Filter: None Names Like: [Search](#)

Displaying 1 to 2 of 2 Templates

Template	Description	Edit	Manage
Lease Payment	Monthly lease payment	Change Name	Delete
Joe Smith	monthly gifts	Change Name	Delete

Displaying 1 to 1 of 1 Payees

Name	Account	Template	Details	Edit
ROYAL BANK	00021234567	Create	View	Delete

Creating New Payment Template

You can also create templates from the Manage Templates Screen.

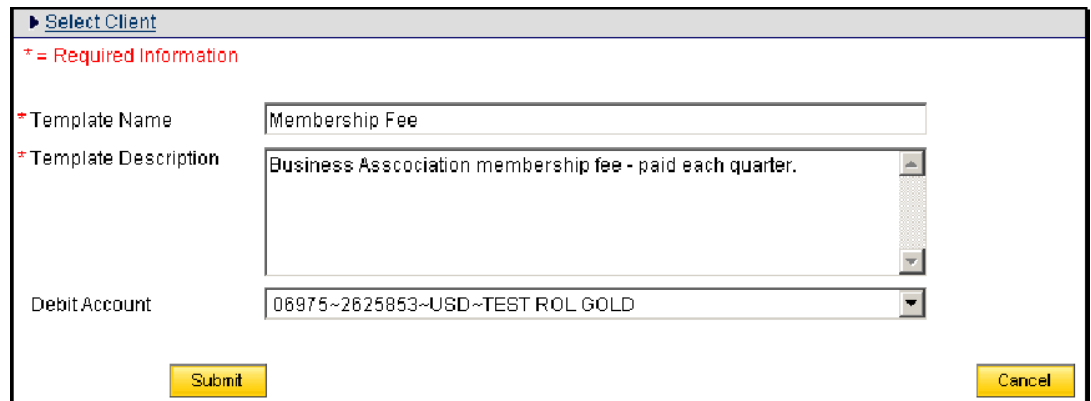
To create a new template from the Manage Templates screen:

1. Select **Client Links > Payment Templates** to access the Manage Templates screen.
2. Click the **Create** link under the Template heading for the required payee.

Note: If you are creating a template for a unit that does not have any payees saved, then you will not be able to create a template from the **Manage Templates** screen. In this situation you will have to create a new template when making a third party payment request as explained in the section titled *Third Party Payment Request*.

The following screen appears:

3. Complete the following fields:



The screenshot shows a web form titled "Select Client". At the top left, there is a blue arrow icon followed by the text "Select Client". Below this, a red asterisk is followed by the text "= Required Information". The form contains three main input fields:

- * Template Name:** A text input field containing the text "Membership Fee".
- * Template Description:** A text area containing the text "Business Association membership fee - paid each quarter." with a vertical scrollbar on the right side.
- Debit Account:** A dropdown menu showing the selected value "06975~2625853~USD~TEST ROL GOLD".

At the bottom of the form, there are two yellow buttons: "Submit" on the left and "Cancel" on the right.

- Click **Submit** once you have completed the fields. The new template will now be available for selection from the Manage Templates screen .

Manage Templates

(Template requests are only available for use after the transaction has been processed successfully)

Filter: Names Like:

Displaying 1 to 3 of 3 Templates

Template	Description	Edit	Manage
Lease Payment	Monthly lease pament	Change Name	Delete
Membership Fee	Business Association membership fee - paid each quarter.	Change Name	Delete
Joe Smith	monthly gifts	Change Name	Delete

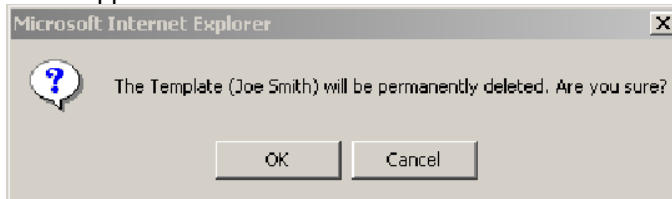
Displaying 1 to 1 of 1 Payees

Name	Account	Template	Details	Edit
ROYAL BANK	00021234567	Create	View	Delete

Deleting a Payment Template

To delete a payment template:

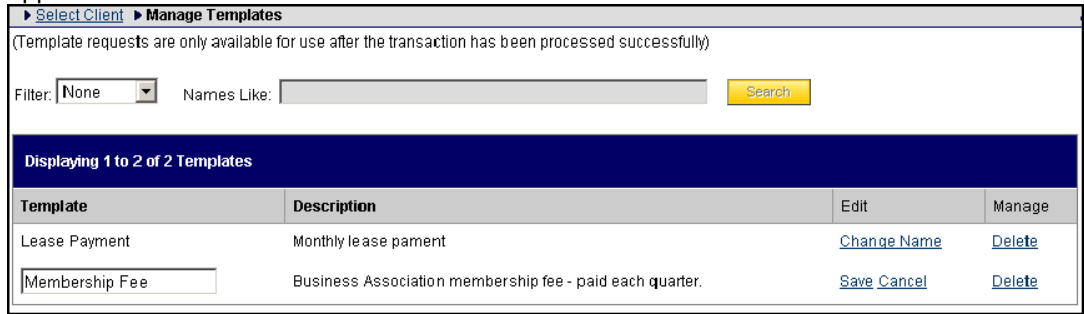
- Click on the **Delete** link that corresponds to the template you wish to delete – the following alert appears:



- Click **OK** to delete the template. This removes the template from the list in the **Manage Templates** screen.

Changing the Template Name

1. Click on the **Change Name** link for the template that you wish to modify – the following appears:



► [Select Client](#) ► **Manage Templates**

(Template requests are only available for use after the transaction has been processed successfully)

Filter: Names Like:


Displaying 1 to 2 of 2 Templates

Template	Description	Edit	Manage
Lease Payment	Monthly lease payment	Change Name	Delete
<input type="text" value="Membership Fee"/>	Business Association membership fee - paid each quarter.	Save Cancel	Delete

2. Enter a new name in the field.
3. Click **Save** to complete the name change or **Cancel** to end without changing the name.

Viewing Payee Details

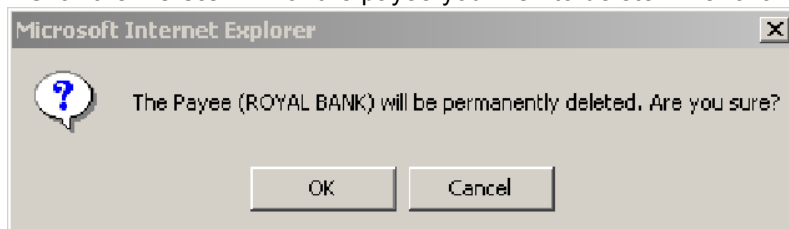
Click the **View** link under the **Details** column for any payee listed in the **Manage Templates** screen.



Payee Name: ROYAL BANK
Payee Account:
Institution: Royal Bank of Canada
200 Bay St - Main Flr
Toronto
Canada
Bic Code:
CC Number: 000300002
Swift Code: ROYCCAT3IMM

Deleting Payee

1. Click the **Delete** link for the payee you wish to delete. The following alert appears:



Microsoft Internet Explorer

The Payee (ROYAL BANK) will be permanently deleted. Are you sure?

2. Click **OK** to delete the payee.

Foreign Exchange Transfer

There are four steps that you must complete in order to create a foreign exchange transfer:

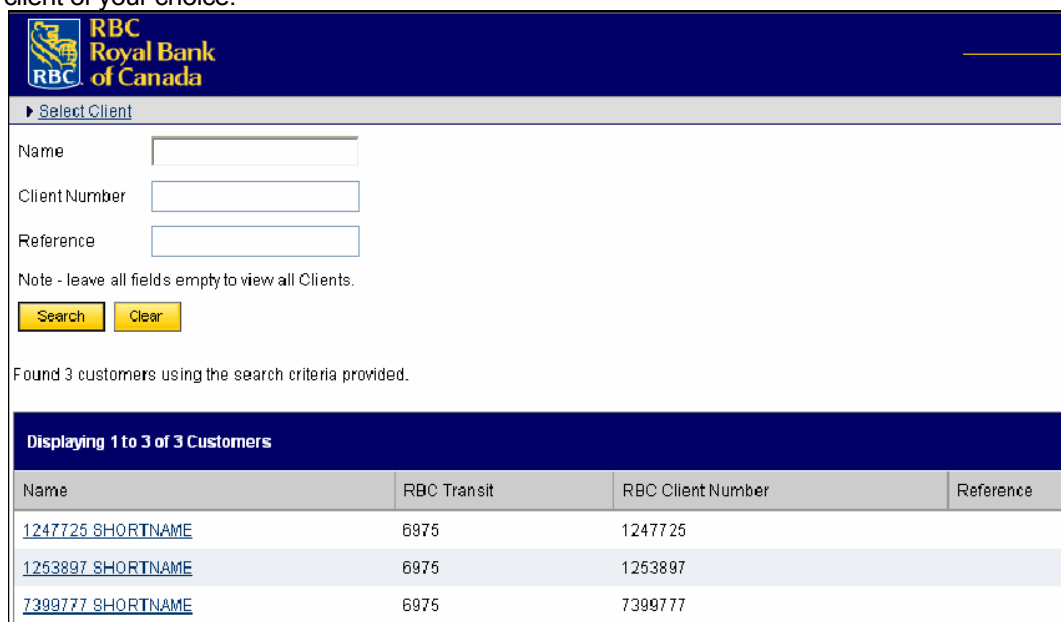
1. Select the client (if your unit has more than one client)
2. Select the accounts to be credited and debited
3. Provide the transfer details
4. Confirm the transfer

Please note the additional rules that apply for this transaction type:

Selecting a Client

Note: If there is only one client under the unit the accounts for the client are displayed.

Enter a client name or client number in the fields and click the **Search** button. Simply click on the client of your choice.



RBC Royal Bank of Canada

▶ [Select Client](#)

Name

Client Number

Reference

Note - leave all fields empty to view all Clients.

Found 3 customers using the search criteria provided.

Displaying 1 to 3 of 3 Customers

Name	RBC Transit	RBC Client Number	Reference
1247725 SHORTNAME	6975	1247725	
1253897 SHORTNAME	6975	1253897	
7399777 SHORTNAME	6975	7399777	

Raising a New Foreign Exchange Transfer Request

1. Click the **New Request** link then click the **Foreign Exchange Transfer Request** link

Raise A Request

Please select the type of request you require to continue:

Payments and Transfers

[Account to Account Transfer Request](#)
This is a transfer between two accounts in the same currency owned by a single client.

[Inter Client Transfer Request](#)
This is a transfer between two accounts in the same currency owned by different clients.

[Third Party Payment Request](#)
This is a Payment from the selected client.

[Make Payment Request from Template](#)
This is used to start a payment from a saved template.

Foreign Exchange

[Foreign Exchange Transfer Request](#)
This is a transfer between two accounts denominated in different currencies.

2. Click continue

Raise A Request

Foreign Exchange Transfer - Step 1 of 6

1. Transfer Currencies

2. Select Debit Account

3. Select Credit Account

4. Trade Details

5. Notes for Workflow

6. Confirmation

Important Notice :

Please be advised that the actual exchange charged and value date used for this transaction will be displayed on the Transaction Details Page after this transaction status has changed to Completed.

Foreign Exchange Transfer, Available Currencies List:

Notice: Transfer Currency List

The Following is a List of Currencies Available for a Foreign Exchange Transfer:

CAD	Canadian Dollar
EUR	Euro
GBP	Sterling
JPY	Japanese Yen
KYD	Cayman Islands Dollar
USD	US Dollar

Continue **Cancel**

- Click on the account to debit from the list of accounts – the background of the account turns

Showing 1 to 8 of 8 Bank Accounts				
Type - Number	Designation	Status	Currency	Balance
DESCRIPTION - 2625853	TEST ROL GOLD	Active	USD	89,226.61
DESCRIPTION - 2625861	TEST ROL GOLD	Active	EUR	196.22
DESCRIPTION - 2625879	TEST ROL GOLD	Active	EUR	99,803.78
DESCRIPTION - 3001088	TEST ROL GOLD	Active	CAD	9,101.38
DESCRIPTION - 3001120	TEST ROL GOLD	Active	CAD	390,898.34
DESCRIPTION - 5021126	DESIGNATION	Active	KYD	(40,972.32)
DESCRIPTION - 7000151	TEST ROL GOLD	Active	KYD	85.50
DESCRIPTION - 7326192	DESIGNATION	Inactive	USD	556.12

Previous Continue Cancel

yellow to indicate that it has been selected. Click **“Continue”**.

- Select the Account to be credited – the background of the account turns yellow to indicate that it has been selected. Click **“Continue”**.

Bank Accounts				
Type - Number	Designation	Status	Currency	Balance
DESCRIPTION - 2625861	TEST ROL GOLD	Active	EUR	196.22
DESCRIPTION - 2625879	TEST ROL GOLD	Active	EUR	99,803.78
DESCRIPTION - 3001088	TEST ROL GOLD	Active	CAD	9,101.38
DESCRIPTION - 3001120	TEST ROL GOLD	Active	CAD	390,898.34
DESCRIPTION - 5021126	DESIGNATION	Active	KYD	(40,972.32)
DESCRIPTION - 7000151	TEST ROL GOLD	Active	KYD	85.50

Note: This page will not show any accounts with the same currency as the debit account.

- Enter **“Credit Amount”**.
- Enter a description in the both **Debit** and **Credit Narrative** fields (optional) –.. If you do not input a narrative the system will generate a default narrative. Click **“Continue”**.

* Credit Amount:	<input type="text" value="0"/>
Currency:	<input type="text" value="1253897 SHORTNAME BUYS USD"/>
Reference:	<input type="text" value="FXTIZ1942007134221953"/>
Debit Narrative:	<input type="text"/>
	(Maximum 36 characters)
Credit Narrative:	<input type="text"/>
	(Maximum 36 characters)

Providing Additional Details

The additional details that you can add to a foreign exchange transfer include notes or additional processing instructions. Click **Continue** to advance to the Confirmation screen.

Please enter notes that will be attached to the Contract details:

Important Notice

Please use this field if you wish to pass important or additional information on to individuals within the workflow or to The Bank. At **NO TIME** should this field be used to pass financial information such as sort codes, FX rates, charge amounts, etc. Please review the details that you have input for the current transaction if you find that you need to enter additional financial information in this field to complete the transaction.

Confirming the Transaction

Click the check box below after reviewing the warning details.

Message Details:

Please be advised that the actual exchange charged and value date used for this transaction will be displayed on the Transaction Details Page after this transaction status has changed to Completed.

Acknowledgement Required

By acknowledging this message and clicking the Finish button you will be making a request to enter into a contract to exchange funds from one currency into another which may not be reversible at the same rate.



Please click here to confirm you have read and understand the terms and conditions.

review this information to ensure that it is accurate and reflects the transaction instructions that you wish to submit for approval and processing.

Transaction Details			
Submit Date:	Jan 16, 2008 13:42	Transaction Priority:	Medium
Client Number:	7402027	Client Name:	7402027 SHORTNAME
Submitted By User:	C Grant	Client Tracking Reference:	FXTCG161200813552427
Value Date:	Jun 13, 2005		
FX Details			
Trade Date:	Jun 01, 2005	Deal Terms:	Multiply
Rate:	0	Print Confirmation:	Yes
Reference:	Rate to be Supplied	Trade Type:	Bank Selling
Bank Buys			
Entry Type:	Debit	Client Number:	7402027
Transit:	6975		
Account:	7326192	Designation:	DESIGNATION
Amount:	0.00		
Currency:	USD	Narrative:	TEST DON CR
Bank Sells			
Entry Type:	Credit	Client Number:	7402027
Transit:	6975		
Account:	3001088	Designation:	TEST ROL GOLD
Amount:	1.66		
Currency:	CAD	Narrative:	TEST DON DR

Until the transaction's status changes to "complete" you will notice the following:

- FX Details will show a rate of "0".
- Debit amount will show "0".
- If the details are correct, click the **Finish** button to complete the transaction. The following message confirms that the transaction request has been saved to Royal Online Gold:

Thank you for submitting your transaction request. The instruction has been submitted to the workflow system and will be processed in due course.


Reference : FXTCG161200813552427

Requesting Drafts

1. Select the client (if your unit has more than one client)
2. Select the account to be debited
3. Provide the draft details
4. Confirm the draft details

Selecting a Client

Note: If there is only one client under the unit the accounts for the client are displayed and the next step is omitted.


RBC
Royal Bank
of Canada

▶ [Select Client](#)

Name

Client Number

Reference

Note - leave all fields empty to view all Clients.

Found 3 customers using the search criteria provided.

Displaying 1 to 3 of 3 Customers

Name	RBC Transit	RBC Client Number	Reference
1247725 SHORTNAME	6975	1247725	
1253897 SHORTNAME	6975	1253897	
7399777 SHORTNAME	6975	7399777	

Making a Draft Request

To create a new draft request:

1. Click the **New Request** link. Click the **Make Draft Request** link.

Please select the type of request you require to continue:
Payments and Transfers
Account to Account Transfer Request This is a transfer between two accounts in the same currency owned by a single client.
Inter Client Transfer Request This is a transfer between two accounts in the same currency owned by different clients.
Third Party Payment Request This is a Payment from the selected client.
Make Payment Request from Template This is used to start a payment from a saved template.
Foreign Exchange
Foreign Exchange Transfer Request This is a transfer between two accounts denominated in different currencies.
Service Requests
Make Draft Request This is used to submit a draft request to RBC staff.

Selecting the Accounts

- Click on the account to debit from the list of accounts – the background of the account turns yellow to indicate that it has been selected. Click **“Continue”**.

Please select a Debit Account from the list below and press continue:				
Showing 1 to 7 of 7 Bank Accounts				
Type - Number	Designation	Status	Currency	Available Balance
DESCRIPTION - 1014240	DESIGNATION	Active	KYD	2,897.38
DESCRIPTION - 1014612	DESIGNATION	Active	KYD	182,236.98
DESCRIPTION - 1128958	TEST ROL GOLD	Active	KYD	1,023.77
DESCRIPTION - 2014679	DESIGNATION	Active	USD	1,848.15
DESCRIPTION - 4001285	TEST ROL GOL	Active	GBP	104.53
DESCRIPTION - 4001327	TEST	Active	GBP	0.69
DESCRIPTION - 7000078	TEST ROL GOLD	Active	KYD	724.27

Providing the Draft Details

Complete the fields below. Click continue

1. Debit Account	Please enter draft details								
2. Draft Details	Selected Bank Account								
3. Confirmation	<table border="1"> <thead> <tr> <th>Debit Type</th> <th>Type - Number</th> <th>Currency</th> <th>Available Balance</th> </tr> </thead> <tbody> <tr> <td>Debit</td> <td>DESCRIPTION - 2625879</td> <td>EUR</td> <td>99,803.78</td> </tr> </tbody> </table> <p style="color: red; font-size: small;">* - Indicates a Required Field</p> <p>Draft Reference: <input type="text" value="DRFCG141200813341950"/></p> <p>* Priority: <input type="text" value="Medium"/> </p> <p>* Currency: <input type="text" value="EUR"/> </p> <p>* Amount: <input type="text"/></p> <p>* Pay To: <input type="text"/></p> <p>* Date Required: <input type="text" value="Thursday, June 02, 2005"/> </p> <p>* By Order of: <input type="text"/></p> <p>RE: <input type="text"/></p> <p>* Pick-up at: <input type="text"/> Please enter a specific branch for Pick-up.</p> <p>* Contact Phone Number: <input type="text"/> Please enter a valid phone number including area code.</p>	Debit Type	Type - Number	Currency	Available Balance	Debit	DESCRIPTION - 2625879	EUR	99,803.78
Debit Type	Type - Number	Currency	Available Balance						
Debit	DESCRIPTION - 2625879	EUR	99,803.78						

Please note:

Field	Description
By Order of	Name of person or company ordering the draft
RE	Remarks (optional)
Contact Phone Number	Enter a 10 digit phone number, including area code (without spaces) like this: XXXXXXXXXX

Confirming the Draft Request

review this information to ensure that it is accurate and reflects the transaction instructions that you wish to submit for approval and processing.

Confirmation - please review the draft details and select Finish to submit:			
Transaction Details			
Submit Date:	Jan 14, 2008 14:24	Transaction Priority:	Medium
Client Number:	7402027	Client Name:	7402027 SHORTNAME
Submitted By User:	C Grant	Client Tracking Reference:	DRFCG141200814242503
Administration Charge Details			
Charge Required:	No Charge Applied		
Debit Account Entry			
Transit:	6975	Currency:	EUR
Account:	2625879	Designation:	TEST ROL GOLD
Draft Details			
Amount:	345,00	Contact Phone Number:	3459000004
Date Required:	Jun 02, 2005	Draft Currency:	EUR
Pay To:	Joan D'Arc		
By Order of:	Napoleon Bonnapart		
RE:	Nursing duties		
Pick Up at:	Shedden Road Branch		

5. If the details are correct, click the **Finish** button to complete the transaction. The following message confirms that the transaction request has been saved to Royal Online Gold:

<p>Thank you for submitting your transaction request. The instruction has been submitted to the workflow system and will be processed in due course.</p> <p>Reference : DRFCG141200814242503</p> <p style="text-align: right;">Close</p>
--

Approving/Rejecting New Transactions

Approving/Rejecting a Transaction

Click the **My Work** link on the homepage and select the **Inbox** tab. In the following example, there are five (5) new requests that require your approval, only one (1) is shown in the figure:

My Work

Inbox (5)

None Find

Displaying 1 to 5 of 5 Workflow Inbox Items Refresh

Start Date	Workflow	Priority	Locked By	Owned By	Initiated By	Step Name	Category	Peek	Details
20/04/07 09:55	Payment - Utility Main 1 and 2 under 500	Medium			I Zeta	Approval by Tier 1	Third Party Payment	Value Date: Apr 20, 2007 Reference ID: TPPIZ204200792922712 Customer Name: 5710264 SHORTNAME Credit Currency: USD Credit Amount: 0.20	View

Note: If you are signed in as an approver and click the **View** link under the **Details** column, the transaction will be locked and cannot be accessed by another user. If you decide not to *approve* or *reject* the transaction at this time, *be sure to click the **Back** button at the bottom of the display* – otherwise the transaction will remain locked.

Each new request is listed in the main display with the following fields:

Field Name	Description
Start Date	Displays the date and time that the request was created.
Workflow	Lists the approval rules for the transaction.
Priority	Lists the priority level assigned to the request when created by the inputter.
Locked By	If locked, this indicates that an approver is reviewing the transaction. If an approver does have the transaction open and a second approver opens the transaction, the Approve / Reject buttons will be disabled.
Owned By	Not used.
Initiated By	This is the person that created the transaction request; that is, the original inputter of the transaction.
Step Name	The step name is the point in the workflow at which the request currently exists.
Category	Lists one of the following transaction types: <ul style="list-style-type: none"> • Account to Account Transfer Request • Third Party Payment Request
Peek	Provides a quick review of the details for the transaction.

Complete the following steps to approve a transaction for processing:

1. Click **View** for the transaction you wish to approve. Click Approve/Reject.

Workflow Notes			
JP Productions expecting payment for invoice 4356			
Transaction Details			
Submit Date:	Dec 12, 2006 11:52	Transaction Priority:	Medium
Client Number:	7402027	Client Name:	FABIO SHORTNAME
Submitted By User:	IFabio	Client Tracking Reference:	TPPIF12122006115213814
Templated Instruction:	No		
Administration Charge Details			
Charge Required:	Apply Charge Later	Foreign Bank Charge:	Bank
Debit Details			
Value Date:	Jan 06, 2005		
Debit Account:	3001120	Debit Transit:	6975
Debit Amount:	500.12	Client Reference:	TPPIF12122006115213814
Debit Currency:	CAD		
<input type="button" value="Approve"/> <input type="button" value="Reject"/> <input type="button" value="Back"/>			

Reject for Editing

The Reject for Editing option cycles the request back to the inputter's My Work.

1. Enter a reason for the rejection in the text field.

Step Rejection Details

Reasons for Rejection:

2. Click the **Reject for Editing** button. The request now returns to the inputter who can view the status of the request from their My Work screen as illustrated below:

My Work

Inbox **Transaction Requests**

My Transaction Requests | My Unit's Transactions

None Show last 20 days transactions only

Displaying 1 to 5 of 5 My Transaction Requests

Submit Date	Priority	Client	Amount	Currency	Type	Status	Workflow	Transaction
14/12/06 10:08	High	7402027 SHORTHUME	999.12	EUR	Account To Account Transfer	RequiresEdit	View	View
12/12/06 11:52	Medium	7402027 SHORTHUME	500.12	CAD	Third Party Payment	InProgress	View	View
12/12/06 10:11	Medium	7402027 SHORTHUME	1,200.12	USD	Third Party Payment	InProgress	View	View
28/11/06 15:03	Medium	7402027 SHORTHUME	750.12	USD	Third Party Payment	InProgress	View	View
12/12/06 12:22	High	7402027 SHORTHUME	2,500.11	USD	Third Party Payment	Completed	View	View

Note that the transaction sent back for editing now has a status that reads **Requires Edit**. In order to edit the request, the Inputter must click the **View** link under **Transaction** – this opens the Transaction Details screen.

Making Changes to Rejected for Edit Transaction

The original Inputter must complete the following steps in order to edit the request and resubmit for editing:

1. Click the **Edit** button – this opens the Raise a Request screen with the account already selected as indicated below:

Raise A Request

Account to Account Transfer - Step 1 of 6

1. Debit Account

Please select a Debit Account from the list below and click Continue

Showing 1 to 8 of 8 Bank Accounts

Type - Number	Designation	Status	Currency	Available Balance
DESCRIPTION - 26300	TEST ROL GOLD	Active	USD	86,469.45
DESCRIPTION - 26301	TEST ROL GOLD	Active	EUR	67,98
DESCRIPTION - 26302	TEST ROL GOLD	Active	EUR	99 579,60
DESCRIPTION - 26303	TEST ROL GOLD	Active	CAD	32.66
DESCRIPTION - 26304	TEST ROL GOLD	Active	CAD	298,955.84
DESCRIPTION - 50212	DESIGNATION	Active	KYD	(32,714.96)
DESCRIPTION - 70011	TEST ROL GOLD	Active	KYD	896.81
DESCRIPTION - 70012	DESIGNATION	Inactive	USD	201.45

Continue Cancel

2. Click **Continue** – the Credit Account is automatically selected based on the original transaction request.

Raise A Request

Account to Account Transfer - Step 2 of 6

1. Debit Account

Please select a Credit Account from the list below and click Continue

2. Credit Account

Showing 1 to 1 of 1 Bank Accounts

Type - Number	Designation	Status	Currency	Available Balance
DESCRIPTION - 26301	TEST ROL GOLD	Active	EUR	99 579,60

Previous Continue Cancel

3. Click **Continue** to view the details for the original transaction:

Transfer Reference:	A2AIF141220061083081
* Amount:	999.1200
* Priority:	High
* Debit Narrative:	TRANSFER TO ACCOUNT 28120079
* Credit Narrative:	TRANSFER FROM ACCOUNT 28120079

4. Review the details and make changes as required – in this example, the Approver rejected the request explaining that the value in the **Amount** field was incorrect. Adjust this amount and click **Submit** to re-send the request for approval.

Reject Completely

the Approver can also *completely* reject a request. This means that the transaction will not be processed and cannot be edited or changed in any way in order to make it acceptable for re-submission.

To completely reject a transaction:

1. Open the Rejection Details screen to reject the request – please see *Rejecting Transactions* for instructions on accessing this screen.
2. Enter a reason for rejecting the transaction in the text field – for example:

3. Click the **Reject Completely** button. This will cause the transaction to revert back to the Inputter.

This rejected transaction now appears in the Inputter's **Transaction Requests** tab under the **My Work** link. The transaction status will be listed as **Rejected** and the Inputter will not be able to perform any more work on this request:

My Work

Transaction Requests

My Transaction Requests

Status Show last 20 days transactions only

Displaying 1 to 3 of 3 My Transaction Requests

Submit Date	Priority	Client	Amount	Currency	Type	Status	Workflow	Transaction
16/01/08 13:42	Medium	7402027 SHORTNAME	1.66	CAD	FX Account To Account Transfer	InProgress - Approval by Tier 1	View	View
14/01/08 14:24	Medium	7402027 SHORTNAME	345.00	EUR	Draft	InProgress - Approval by Tier 1	View	View
09/01/08 15:32	Medium	1253897 SHORTNAME	12,000.00	KYD	Draft	InProgress - Approval by Tier 1	View	View

Should the Inputter wish to see the reason for the rejection, they can click on the **View** link under the **Workflow** header – this opens the Transaction History dialog box:

Transaction History:

Client Name: 7402027 SHORTNAME **Tracking Reference:** FXTG161200813552427

Currency: CAD **Amount:** 1.66

Workflow Name	Date Started	Date Completed	Status	Outcome
Transfer FX - Cayman Testing Company Ltd. Unlimited	16/01/08 14:11	16/01/08 16:16	Completed	Rejected

Next Step in Workflow

Workflow Point of Rejection

Selected Workflow:

Step Name	Step Description	Outcome	Completed By	Date Completed
Approval by Tier 1	Approval by Tier 1	Rejected	Jill House	16/01/08 16:16

Reason for Refusal: Testing reject completely.

2. Now that the transaction request has been approved/rejected, it no longer appears in your **Inbox** tab.

My Work

Inbox (58)

None

Displaying 1 to 10 of 58 Workflow Inbox Items Next 10 >

Start Date	Workflow	Priority	Locked By	Owned By	Initiated By	Step Name	Category	Peek	Details
20/11/07 09:36	Transfer - Cayman Testing Company Unlimited	High			C Grant	Approval by Tier 1	Inter Client Transfer	Value Date: Jun 01, 2005 Reference ID: ICTCG201120079317773 Customer Name: Inter Client Transfer: 7402027 SHORTNAME Credit Amount: 8 500,66 Credit Currency: EUR	View
27/11/07 16:33	Payment - Cayman Testing Company Ltd. Unlimited	High			C Grant	Approval by Tier 1	Third Party Payment	Value Date: Jun 02, 2005 Reference ID: TPPCG27112007163134577 Customer Name: 1253897 SHORTNAME Credit Currency: GBP Credit Amount: 145.66	View

Managing Transaction Requests

If you have a large number of transactions in your Inbox you can sort the display by any column simply by clicking on the column header. You can also apply a filter by which to retrieve only those records that match the filter.

For example, if you wanted to only retrieve only *High* priority transactions you could:

1. Select **Priority** from the filter dropdown list.
2. Enter **High** in the text box to the right of the dropdown

- Click the **Find** button – this will retrieve all transactions that have been assigned a High priority.

Inbox (58)											
Priority		high	Find							Refresh	
Displaying 1 to 4 of 4 Workflow Inbox Items											
Start Date	Workflow	Priority	Locked By	Owned By	Initiated By	Step Name	Category	Peek	Details		
20/11/07 09:36	Transfer - Cayman Testing Company Unlimited	High	Jill House		C Grant	Approval by Tier 1	Inter Client Transfer	Value Date: Jun 01, 2005 Reference ID: ICTCG201120079317773 Customer Name: Inter Client Transfer: 7402027 SHORTNAME Credit Amount: 8 500,66 Credit Currency: EUR	View		
27/11/07 16:33	Payment - Cayman Testing Company Ltd. Unlimited	High			C Grant	Approval by Tier 1	Third Party Payment	Value Date: Jun 02, 2005 Reference ID: TPPCG27112007163134577 Customer Name: 1253897 SHORTNAME Credit Currency: GBP Credit Amount: 145,66	View		
28/11/07 09:04	Payment - Cayman Testing Company Ltd. Unlimited	High			C Grant	Approval by Tier 1	Third Party Payment	Value Date: Jun 03, 2005 Reference ID: TPPCG2811200785614421 Customer Name: 7614910 SHORTNAME Credit Currency: EUR Credit Amount: 200,000.00	View		

Using Reports Centre

The reports function allows authorized designated users to view Royal Online Gold reports.

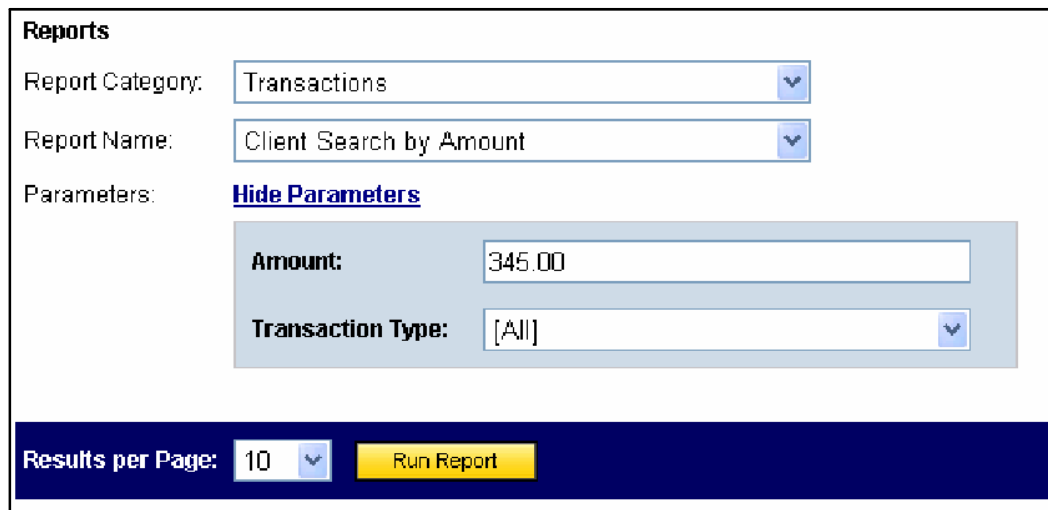
Note: **The report function should not be granted by the client to those designated users who have the “Restrict user from viewing Account Balances” permission.**

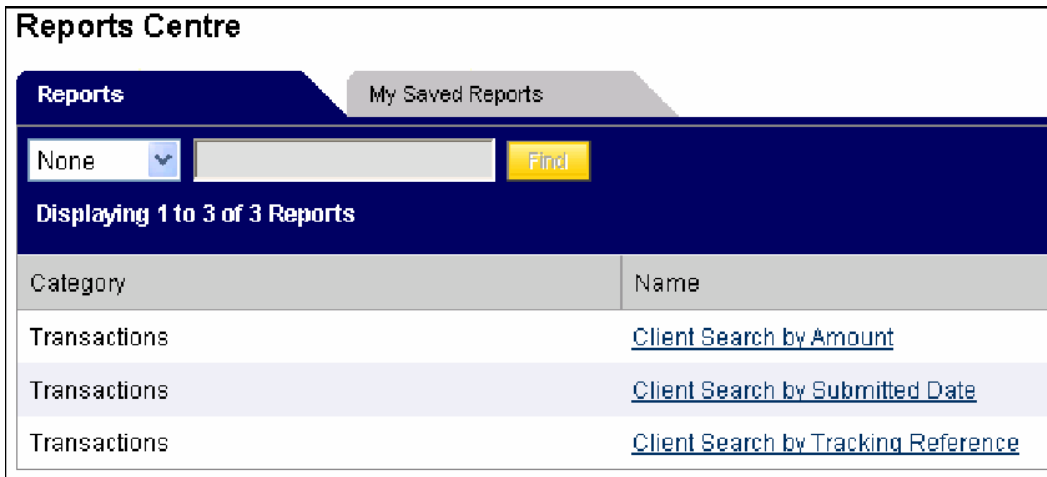
Viewing Reports

1. Click on the “**Reports**” link in the right navigation panel.



2. On the **Reports Centre** select the **Reports** Tab.

A screenshot of the "Reports" interface. It features a "Report Category" dropdown set to "Transactions" and a "Report Name" dropdown set to "Client Search by Amount". Below these is a "Parameters" section with a "Hide Parameters" link. The parameters include an "Amount" text input field containing "345.00" and a "Transaction Type" dropdown set to "[All]". At the bottom, there is a "Results per Page" dropdown set to "10" and a yellow "Run Report" button.



3. Click on a report name to see the search parameters. Here is an example using the “**Client Search by Amount**” report name.
4. Input an amount to search by and select the desired “**Transaction Type**”.
5. Click the “**Run Report**” button to generate the report.

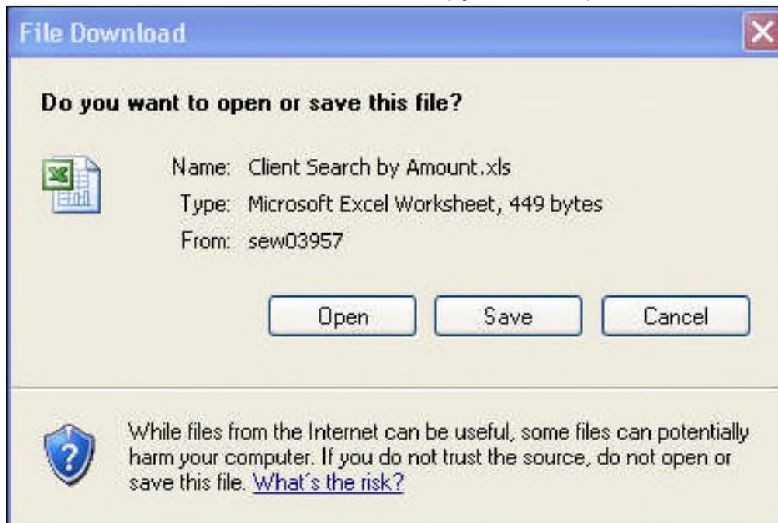


Exporting Reports to another format (Excel, CSV, XML)

1. After generating your report, on the Report page select the desired format from the “**Select a Format**” drop down menu and click on the **Export** button.



2. Click on the **“Save”** button to save a copy of the report.





Tracking a transaction request – as an inputter

1. Select the **My Work** inbox

Transaction Requests									
My Transaction Requests									
None				Find		<input checked="" type="checkbox"/> Show last 20 days transactions only			
Displaying 1 to 3 of 3 My Transaction Requests									
Submit Date	Priority	Client	Amount	Currency	Type	Status	Workflow	Transaction	
16/01/08 13:42	Medium	7402027 SHORTNAME	1.66	CAD	FX Account To Account Transfer	InProgress - Approval by Tier 1	View	View	
14/01/08 14:24	Medium	7402027 SHORTNAME	345.00	EUR	Draft	InProgress - Approval by Tier 1	View	View	
09/01/08 15:32	Medium	1253897 SHORTNAME	12,000.00	KYD	Draft	InProgress - Approval by Tier 1	View	View	

2. Select the **“View”** link under the **Workflow** column to view the **Transaction History** page.

Transaction History:					
Client Name: 7402027 SHORTNAME		Tracking Reference: FXTCG161200813552427			
Currency: CAD		Amount: 1.66			
Workflow Name	Date Started	Date Completed	Status	Outcome	
Transfer FX - Cayman Testing Company Ltd. Unlimited	16/01/08 14:11		Active	Undecided	
Next Step in Workflow					
Workflow Point of Rejection					
Selected Workflow:					
Step Name	Step Description	Outcome	Completed By	Date Completed	Who is working on this
Approval by Tier 1	Approval by Tier 1				View
	The step description is unavailable		Client Administration		
	The step description is unavailable		Client Administration		

This Transaction History page lists the workflow steps the transaction must go through. The current step is highlighted in yellow. This screen also shows the following information fields:

- Currency
- Amount
- Tracking Reference number
- Date Completed
- Completed by column – show each approver at the company and the RBC Back Office who processed the transaction.
- Date complete – Date and time of each workflow step is date and time stamped.

Note: If a transaction step is highlighted in red that would indicate the transaction has been rejected at that step.

3. On the Transaction History page click on the **“View”** link under the **“Who is working on this”** column to see who has access to approve the current step of the transaction.

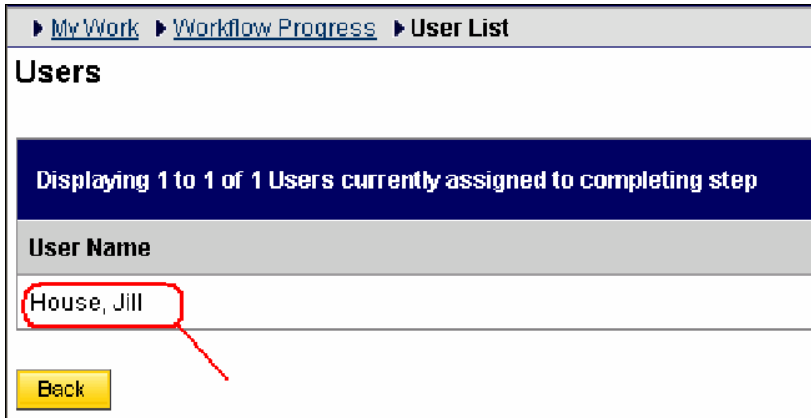
▶ [My Work](#) ▶ [Workflow Progress](#) ▶ [User List](#)

Users

Displaying 1 to 1 of 1 Users currently assigned to completing step

User Name
House, Jill

[Back](#)



Note: Jill House is the only approver assigned to complete this step.

4. Select the yellow **Back** Button to return to the **Transaction History** page.
5. Select the yellow **Back** Button to return to the **My Work** inbox.