

RBC Right Pay

Prepaid Management Application User Guide:

Payment and Report Management

Effective July, 2019 Document Version 0.09



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1. Introduction

Purpose

This document explains how to use the RBC Right Pay Prepaid Management Application (PMA) recall tool interface for payment and report management. It explains how to request payment recalls, how to approve or reject them, and how to view reports.

Audience

This document is intended for all users that will be either recalling or approving requested payment recalls, and all users who will be viewing reports.

2. Login

Set Password

1. Once a user is added to the RBC Right Pay PMA tool they will receive an email with a time bound token:

*Note: The token is valid for 60 minutes.

New User Enrollment



To: User's Name [Last Name, First Name]

Action Items

You have been enrolled as a new user. Please use the following information for setup.

Login URL is https://cityproject.dev.com Time bound token is UuL9g5Cg9TIUzorGQdM2z1aiQNA=

2. The user logs in via the link provided in the email and selects <Reset Password> function in order to set their permanent password:

4

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RBC	RBC Royal Bank*	
	RBC Right Pay Prepaid Management Application	
	Sign In Forgot Password Reset Password	
	Wester	1.0.0
	Encode State Contract Contra	

3. The user is directed to the 'Reset Password' screen.

RBC Rig	ht Pay Prepaid Management Appli	cation
Username:		
Temporary Password:		PASSWORD RULES
Time Bound Token:		Minimum 10 characters UPPERCASE Letter [A-Z] Iowercase letter [a-z]
New Password:		Number(s) [0-9] Norepetition [aaa, ababab, 11111, etc] Haif the length cannot be part of your Username (email address) Passwords must match
Confirm Password:		
	Please check if you are a new user 🔲	
Clear	Submit Ca	ncel
	Royal Bank Of Canada Website, 2017	

4. The new user must get the temporary password from the user who added them. The administrative user is sent the following email with the temporary password:





5. The user enters all the information correctly and a success message is displayed as follows:

RBC	RBC Royal Bank®
	RBC Right Pay Prepaid Management Application
	Your Password has been set. You are now ready to sign in.
	<u>Go to Main Menu</u>
-	Philosy Resource Centre Royal Bank Of Canada Websis, & 1005-2014

6. The user selects <Go To Main Menu> link, and is directed to RBC Right Pay PMA main login screen.

Forgot Password

1. When a user has forgotten their password, they select the <Forgot Password> function from the main login screen:

RBC	RBC Royal Bank*		
		RBC Right Pay Prepaid Management Application	
		Sign In Forgot Password Reset Password	
			Version 1.0.0
		Photos Resource Centre Royal Bank Of Cenada Website. 8 1995-3014	

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2. The user is directed to the Forgot Password input screen where they are required to enter their username:

RBC Royal Bank*	Francais Exit
RBC.	Mar 14, 2016
Forgot Your Password	
Please enter email address. You will then receive an email with instructions for resetting your sign-in information.	
Username:	
Submit	
Royal Bank Of Canada Website, © 1995-2014 Privacy & Security Legal Accessibility	

3. The user receives an email with instructions for setting their new password, including temporary password and time bound token:

*Note: The token is valid for 60 minutes.

Passwor	d change Notification			
		REPLY	K REPLY ALL	→
0	unn0sender@app.sterbc.com Mon 4/10/2017 11:36 AM			
To: User's	Name [Last Name, First Name]			
Action Ite	ems			+
Please use	the following information to set your pass	word.		
Reset pass	word URL is <u>https://cityproject.dev.com/sec</u>	cureapp/5M00/f	orgot Password	
Your temp	orary password is P-i5t8!F			
Time boun	d token is OV1n6RZDstOqIEGDCDR+wfVA	604=		

4. The user clicks on the link in the email provided to take them directly to the Reset Password function, to enter a new password.

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3. Request a Recall

PMA Main Menu - User with Request Recall Authority

1. For a user with the authority to recall a payment or view reports, the PMA Main Menu will be presented with the following functions enabled:

Payment Management	<u>Report Management</u>
Request Recall	Unprocessed Cardholder Records
Payments Inquiry	Recalled Cardholder Approved Records
Card Order File Inquiry	In Flight Cardholder Records
Account Inquiry	Processed Cardholder Records
	User Activity
	Payment Summary Report**
	Real-Time Payment Summary Report

RBC Royal Bank*			Francais Log Out. Help 2018/07/26
RBC Right Pay Prepa Organization Management	aid Management Appli Payment Management	Cation Report Management	USERNAME:recalloperator@rbc.com
 Add New Organization Delete Organization User Management Add New User Update User Delete User 	 <u>Request Recall</u> Approve Recall Requested Recall Entire File <u>Payments Inquiry</u> <u>Card Order File Inquiry</u> <u>Account Inquiry</u> 	 Unprocessed Cardholder Records Recalled Cardholder Approved Records In Flight Cardholder Records Processed Cardholder Records User Activity Payment Summary Report Real-Time Payment Summary Report 	đ
			Release: 1.0.3

- All users regardless of their assigned Authority will receive Inquiry capability.
- **The Payment Summary Report is available for batch file requests only.



Submit Recall Request for an Individual Payment

2. The user selects the 'Request Recall' function from the RBC Right Pay PMA Payment Management Main Menu.

RBC Royal Bank*			Francais Log Out. Help 2018/07/26
RBC Right Pay Prepa	aid Management Appli	Cation Report Management	USERNAME inclaimoperatoright c.com
 Add New Organization Delete Organization User Management 	Request Recall Approve Recall Requested Recall Entire File	Unprocessed Cardholder Records Recalled Cardholder Approved Records In Flight Cardholder Records	
 Add New User Update User Delete User 	<u>Payments Inquiry</u> <u>Card Order File Inquiry</u> <u>Account Inquiry</u>	Processed Cardholder Records User Activity Payment Summary Report Real-Time Payment Summary Report	1
			Release: 1.0.3

- 3. The tool presents the Request Recall (Recall a Payment) screen with 'Search' functionality containing advanced filtering options that include:
 - Search for Payment
 - Search for Payment by Name
 - Search for Payment Card Order File
 - Search for Payment by Cross Reference ID

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RBC Royal Bank®		<u>Francais</u> <u>Log_Out_ Help</u> 2018/06/25
RBC Right Pay Prepaid Manager	ment Application	USERNAME : recall_req_operator@rbc.com
	Request Recall	
 Recall a Payment 		
	▶ <u>Search for Payment</u>	
	Search for Payment by Name	
	Search for Payment Card Order File	
	Search for Payment by Cross Reference ID	
		Cancel
		Release: 1.0.3

Search for Payment:

- 1. The user can search for a payment by selecting the <Search for Payment> link.
- 2. The Payments screen only displays payments that have not been processed (Ready for Processing Status).

om	erator@rbc.c	ERNAME : toronto.rrop	US	t Application	naid Managament	C Dight Day Dra	
				L Application	paid Management	L Right Pay Pre	D
						ler Files Payments	Orc
	Amount 🗘	Payment Type 🗘	Status	Payment Due Date 🗘	Full Name 🗧	Cross Reference ID \$	tem
	169.03	Daily Payment	Ready for Processing	2017/04/19		675380000184	1
	1512.00	Daily Payment	Ready for Processing	2017/04/19		675380000193	2
	2.50	Daily Payment	Ready for Processing	2017/04/19		675380000179	3
	100.00	Daily Payment	Ready for Processing	2017/04/19		675380000206	4
	52.08	Daily Payment	Ready for Processing	2017/04/20		675380000196	5
	191.00	Daily Payment	Ready for Processing	2017/04/20	KH HOL KH-SUPPOSED	675380000197	6
	70.00	Daily Payment	Ready for Processing	2017/04/20	TAMAS VARKONYI	675380000210	7
	2165.00	Daily Payment	Ready for Processing	2017/04/20		675380000205	8
	70.00	Daily Payment	Ready for Processing	2017/04/20	TRACY M DESJARDINS	675380000187	9
	10.00	Daily Payment	Ready for Processing	2017/07/31	TROY ZAN	675213000001	0
	10.00	Daily Payment	Ready for Processing	2017/07/31	RUSS LEE	675213000002	1
	10.00	Daily Payment	Ready for Processing	2017/07/31	JEFF CARSON	675213000003	2
	10.00	Daily Payment	Ready for Processing	2017/07/31	KENNI BRODI	675213000004	3
	10.00	Daily Payment	Ready for Processing	2017/07/31	MELL STAN	675213000005	4
~	10.00	Daily Payment	Ready for Processing	2017/07/31	MAT TOWN	675213000006	5
	10.00	Daily Payment	Ready for Processing	2017/07/31	BOB TRAC	675213000007	6
	10.00	Daily Payment	Ready for Processing	2017/07/31	GRANTA GEORGE	675213000008	7
	10.00	Daily Payment	Ready for Processing	2017/07/31	KENRI JANCZ	675213000009	8
	10.00	Daily Payment	Ready for Processing	2017/07/31	PLIZA WALIZ	675213000010	9
				of 2) 📧 🤜 1 🔽 💷	(2 of	1	
					,	al 39	Tota

3. The user selects a payment to be recalled and presses the <Apply Status Change> button to recall the payment.





4. The tool presents the 'Apply Status Change to Selection' pop up screen allowing the user to begin the recall process.

Search for Payment by Name:

- 1. The user can search for a specific cardholder's payment by selecting the <Search for Payment by Name> link.
- 2. The tool presents the 'Search for Payment by Name' input screen whereby the user must enter the cardholder's 'Last Name' and 'First Name' associated with the payment. The name fields are both mandatory fields and by entering the cardholder's full name, the search function will locate the exact payment or payments that match the specified cardholder.

By entering only a partial 'Last Name' or 'First Name' the system can only match partial text, resulting in locating payments possibly not associated for the intended cardholder.

RBC Royal Bank®	Francais Log Out. Help 2018/06/25
RBC Right Pay Prepaid Management Application	USERNAME:recall_red_operator@rbc.com
Search for Payment by Name	
Last Name	
Clear Submit Cancel	

3. Once the Last Name and First Name are entered, the tool displays the Payments screen and only the payment/s matching the name entered is displayed.

RBC	B RBC Royal Bank	»	Application	USE	Franc	ais Log Out Help 2018/06/25
Ord	er Files Payments	paid Management	Application			-
Item	Cross Reference ID 🗘	Full Name 🗘	Payment Due Date 🗘	Status	Payment Type ᅌ	Amount ᅌ 👘
1	675211000054	DUKES DORTHA C	2017/07/17	Ready for Processing	Daily Payment	70.00
		(1 of	1) 📧 🔜 1 🔛	jet.	1	
Tota	Cancel		Selec	ted 0 Payment I	Detail Apply Sta	tus Change

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4. The user then selects the payment and presses the <Payment Detail> button to view payment specific details via the 'Payment Detail' screen or presses the <Apply Status Change> button to recall the payment.

	· 0 I						2010/00	1120
RB	C Right Pay Pre	paid	Management	Application	USE	RNAME:recall_req_op	erator@rbc.c	:om
Ore	ler Files Payments							
Item	Cross Reference ID 🗘	Full No	Apply status change	e to selection	×	Payment Type 😂	Amount 🗘	
1	675211000033	BRODI	Reason for statu	s change		Daily Payment	99970.00	
2	675289000005	MELI K				Daily Payment	10.00	~
3	675211000047		Reason			Daily Payment	80.00	
4	675211000048					Daily Payment	90.00	
5	675211000049					Daily Payment	76.00	
6	675211000050	FISHBA	Event selection f	or the status change		Daily Payment	71.00	
7	675211000051	KH-DO	Event	Request Recall V		Daily Payment	72.00	
8	675211000052	DEKAY	Status After Event	Recall Requested		Daily Payment	71.00	
9	675211000053	BRANK	Selected	1		Daily Payment	20.00	
10	675211000054	DUKES	Cancel		Apply now	Daily Payment	70.00	
11	675211000057	KH-TES			4	Daily Payment	265.00	
12	675211000058	SANJUR	JO GABRIELE R	2017/07/30	Ready for Processing	Daily Payment	191.00	
13	675211000059	KALAMA	ARAS FIDEL L	2017/07/30	Ready for Processing	Daily Payment	191.00	
14	675211000060	KH-TES	SCAT KH-WENDY	2017/07/30	Ready for Processing	Daily Payment	191.00	
15	675211000061	GERUNI	DO ALESHA J	2017/07/30	Ready for Processing	Daily Payment	191.00	
16	675211000062	YOSHI	KHALIFA H	2017/07/30	Ready for Processing	Daily Payment	191.00	
17	675211000063	PATE BI	ENVENIDO M	2017/07/30	Ready for Processing	Daily Payment	191.00	

- 5. The user presses the <Apply now> button.
- 6. The tool returns user to the Payments screen where the payment is no longer displayed.

Search for Payment Card Order File: (Applicable only for the ODSP Monthly Payment File)

- 1. The user can search for a file by selecting the <Search for Payment Card Order File> link.
- 2. The Order Files screen displays card order files in either Ready for Processing or Partially Processed status.



RBO	RBC Royal	Bank∞				Francais Log Out. 2017/0	<u>Helr</u> (8/1)
RB	C Right Pay	Prepaid Mana	agement Applica	tion	USERNAME:toror	nto.rroperator@rbc.	con
	Order Files						
ter	nFile type ᅌ	Name 💠	Last Status Update 🗘	Status 💠	Total Payments 🗘	Failed Payments	٥
	Daily Reload File	OWRD17108001	2017/07/08	Ready for Processing	29	0	
	Daily Reload File	OWRD17213001	2017/08/04	Ready for Processing	10	0	
			(1 of 1)	< 1 >> >i			_
То	tal 2						
							_
	Cancel		Selected 0	Order File Detail Pa	ayment Detail App	oly Status Change	

- 3. Once a card order file is selected, the user can press the <Card Order File Detail> button to view details about the file, or the <Payment Detail> button to view and select an individual payment within that file.
- 4. If the user presses the <Payment Detail> button, the user can select a payment to be recalled by pressing <Apply Status Change>.

Search for Payment by Cross Reference ID

- 1. The user can search for a file by selecting the <Search for Payment by Cross Reference ID> link.
- 2. The tool displays the 'Search for payment by Cross Reference ID' input screen.

RBC Royal Bank ^o	Francais Log Out Help 2018/06/25
RBC Right Pay Prepaid Management Application	USERNAME:recall_req_operator@rbc.com
Search for Payment by Cross Reference ID	
Cross Reference ID	
Clear Submit Cancel	
	Release: 1.0.3

3. The user enters the 'Cross Reference ID' of the payment they would like to recall.



4. The tool presents the Payments screen displaying only the corresponding payment matching the Cross Reference ID entered.

RBC	RBC Royal B	ank® Prenaid Managem	ent Application	USEI	France RNAME : recall_req_op	ais Log Out Help 2018/06/25 perator@rbc.com
Or	der Files Payments		Payment Duo Dato	Statur	Paymont Type ^	Amount A
1	675211000033	BRODINI KENNI	2017/07/18	Ready for Processing	Daily Payment	99970.00
	1		(1 of 1) 🗔 🤜 🚺 🔛	101	1	
Tot	al 1					
	Cancel		Selec	ted 0 Payment I	Detail Apply Sta	itus Change

- 5. Once the payment is selected, the user can then press the <Payment Detail> button to view details about the payment itself or press the <Apply Status Change> button to proceed with recalling the payment.
- 6. The tool presents the 'Apply Status Change to Selection' screen allowing the user the recall the payment.

Ore	der Files Payments						
item	Cross Reference ID ©	Full Name 🗘	Payment Due Date 🗘	Status	Payment Type 🗘	Amount \$	
	675289000002	PRINCE SUMMER	2017/10/30	Ready for Processing	Daily Payment	10.00	
	675289000004	MAMIH LASDI	2017/10/30	Ready for Processing	Daily Payment	10.00	T
	675206000021	DELRO Apply status obang	e to coloction	×	Daily Payment	71.00	1
	675206000026	FERNE	e to selection		Daily Payment	72.00	lī
	675206000028	TESSC Reason for statu	is change		Daily Payment	265.00	1
	675206000029	ATUL C Reason			Daily Payment	191.00	ľ,
	675289000005	KRIS N			Daily Payment	10.00	1
	675212000009	JUANA			Daily Payment	10.00	li
	675212000010	WENDL Event selection f	for the status change	10	Daily Payment	10.00	1
0	675258000002	FRANZ	-		Daily Payment	10.00	łi
1	675289000001	JOS DA Status After Event	Recall Requested		Daily Payment	10.00	li
2	670280000001	VESTA Selected	1		Monthly Payment	100.00	łi
.3	670280000002	AAONE		Apply now	Monthly Payment	100.00	li
4	67028000003	AAEDR			Monthly Payment	100.00	li
5	670280000004	ANNAMAE & WATCASTER	2017/10/31	Ready for Processing	Monthly Payment	100.00	li
6	670280000005	EMANUEL J USCHNER	2017/10/31	Ready for Processing	Monthly Payment	100.00	li
7	670280000006	KEITH A KH-USING	2017/10/31	Ready for Processing	Monthly Payment	100.00	1
8	670280000007	JOHAR K KH-OWTESSC	2017/10/31	Ready for Processing	Monthly Payment	100.00	li
9	670280000008	AARAMLA P AAFRIDAY	2017/10/31	Ready for Processing	Monthly Payment	100.00	1
20	670280000009	LEILA M KH-ELEVEN TESSC	2017/10/31	Ready for Processing	Monthly Payment	100.00	lí

- 7. The user selects 'Request Recall' and presses the <Apply now> button.
- 8. The user is returned to the Payments screen where the recalled payment is no longer displayed.

4. Approve a Requested Recall

PMA Main Menu - User with Approve Recall Requested Authority

1. For a user, with the authority to approve a payment that has been requested for recall, recall an entire file or view reports, the PMA Main Menu will be presented with the following functions enabled:

Payment Management	<u>Report Management</u>
Approve Recall Requested	Unprocessed Cardholder Records
Recall Entire File*	Recalled Cardholder Approved Records
Payments Inquiry	In Flight Cardholder Records
Card Order File Inquiry	Processed Cardholder Records
Account Inquiry	User Activity
	Payment Summary Report**
	Real-Time Payment Summary Report

RBC Royal Bank*			Francais Log Out. Help 2018/07/26
RBC Right Pay Prepa	aid Management Applic	Report Management	USERNAME : recalloperator@rbc.com
 Add New Organization Delete Organization User Management Add New User Update User Delete User 	 Request Recall <u>Approve Recall Requested</u> <u>Recall Entire File</u> <u>Payments Inquiry</u> <u>Card Order File Inquiry</u> <u>Account Inquiry</u> 	Unprocessed Cardholder Records Recalled Cardholder Approved Records In Flight Cardholder Records Processed Cardholder Records User Activity Payment Summary Report Real-Time Payment Summary Report	ц
			Release: 1.0.3

- All users regardless of their assigned Authority will receive Inquiry capability.
- *Available for ODSP monthly file only
- **The Payment Summary Report function is available for batch file requests only.

The following user has the ability to approve a requested recall:

- Operator—Approver
- 1. The user selects 'Approve Recall Requested' function from the RBC Right Pay PMA Payment Management Main Menu.

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RBC Royal Bank*			Francais Log Out. Help 2018/07/26
RBC Right Pay Prepa	aid Management Appl	ication Report Management	USERNAME : recalloperator@rbc.com
 Add New Organization Delete Organization User Management Add New User Update User Delete User 	Request Recall <u>Approve Recall Requested</u> <u>Recall Entire File</u> <u>Payments Inquiry</u> <u>Card Order File Inquiry</u> <u>Account Inquiry</u>	Unprocessed Cardholder Records Recalled Cardholder Approved Records In Flight Cardholder Records Processed Cardholder Records User Activity Payment Summary Report Real-Time Payment Summary Report	भा
			Release: 1.0.3

2. The tool presents the Order File Payments screen with all payments currently in 'Recall Requested' status.

Or	der Files Payments	Full News 6	Decement Due D		Deverant Torra	
en	675380000203	Full Name 🗢	2017/04/19	Recall Requested	Daily Payment	508.00
	675380000184		2017/04/19	Recall Requested	Daily Payment	169.03
			(1 of 1)			
~	tal 2					
	Cancel			Selected 0 Payme	nt Detail Apply St	atus Change
	Cancel			Selected 0 Payme	nt Detail Apply St	atus Change
	Cancel			Selected 0 Payme	nt Detail Apply St	atus Change
	Cancel			Selected 0 Payme	nt Detail Apply St	atus Change

Note: If there are no submitted recall requests, the screen will present the message "There are no records available."

- 3. The user selects the payment requested for recall and presses the <Apply Status Change> button.
- 4. The tool presents the 'Apply Status Change to Selection' screen, allowing the user to approve the requested recall.



Order Files Payments	Management Application	our control and per acong to on to ca
ItemCross Reference ID 2 Full Ra 675380000203 Cancel	Apply status change to selection Reason for status change Reason Event selection for the status change Event Status After Event Recall Approved 1 Cancel	Apply now

- 5. The user selects 'Approve Recall' and presses the <Apply now> button.
- 6. The user is returned to the Payments screen where the recalled payment is no longer displayed.

5. Reject a Requested Recall

The following user has the ability to reject a requested recall:

- Operator—Approver
- 1. The user selects 'Approve Recall Requested' function from the RBC Right Pay PMA Payment Management Main Menu.

RBC Royal Bank*			Francais Log Out. Help 2018/07/26
RBC Right Pay Prepa	aid Management Applic	Cation Report Management	USERNAME : recalloperator@rbc.com
Add New Organization Delete Organization User Management	Request Recall <u>Approve Recall Requested</u> <u>Recall Entire File</u> Descention	Unprocessed Cardholder Records Recalled Cardholder Approved Records In Flight Cardholder Records	
 Add New User Update User Delete User 	Card Order File Inquiry Account Inquiry	Processed Cardholder Records User Activity Payment Summary Report Real-Time Payment Summary Report	a
			Release: 1.0.3

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2. The tool presents the Order File Payments screen with all payments currently in 'Recall Requested' status.

		C	C thereby hangs a tale i	U same sempler class U	How to senance hash		
3	RBC Royal Ba	nk*				Log Out	LI Heli
вс						2017	/05/0
BC R	Right Pay Pr	repaid Managem	ent Application	n	USER	QUE: xyz@rb	ic.con
)rder Fi	iles						
Pa	yments						
Cros	is Reference ID	Full name	Payment Due Date	Status	Payment Type	Amount	
XXX	COMMMDDNN	XXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXX	DDMonthYY	Recall requested	Daily File	45.00	
and a	Selected 0						

- 3. The user selects the payment requested for recall and presses the <Apply Status Change> button.
- 4. The tool presents the 'Apply Status Change to Selection' pop up screen, allowing the user to reject the requested recall.
 *Note: The 'Event' defaults to 'Approve Recall'

RBC Royal Bank [®]		<u>Francais Log Out. Help</u> 2017/08/15	
RBC Right Pay Prepaid I	Management Application	IAME : toronto.alloperator@toronto.ca	
Order Files Payments			
ItemCross Reference ID © Full N: 1 675380000203 2 675380000184 Total 2 Cancel	Apply status change to selection × Reason for status change Reason Event selection for the status change Event Reset Recail • Status After Event Ready for Processing Selected 1 Cancel Apply now	Payment Type © Amount © Daily Payment 508.00 Daily Payment 169.03 Petail Apply Status Change	



- 5. The user selects 'Reject Recall' and presses the <Apply now> button.
- 6. The user is returned to the Payments screen where the payment is no longer displayed.

6. Recall Entire File

(Applicable only for ODSP Monthly Payment File)

The following user has the ability to submit a recall request for an entire card order file:

1. Operator—Approver

The Recall Entire File function is only applicable for recalling ODSP Monthly Payment Files.

What happens when a Card Order File is recalled?

- When an entire Card Order File is recalled, the Card Order File and all payments within the file are cancelled.
- Once the file is cancelled it cannot be re-processed.
- If a user wishes to re-submit the cancelled file they are required to send a new Card Order File for processing.
- Once the Card Order File is successfully recalled, the status of the recalled Card Order File, including the status of the individual Payments within the file, is changed to 'Cancelled'.
- 1. The user selects the 'Recall Entire File' function from the RBC Right Pay Prepaid Management Application Payment Management Main Menu.





2. The tool presents the Request Recall (Recall Entire File) selection screen.

RBC Royal Bank®	<u>Francais Log Out Help</u> 2018/11/01
RBC Right Pay Prepaid Management Application	USERNAME:flapjack@toronto.on.ca
Request Recall	
Recall Entire File Monthly Payment File: select Search for Payment Files Submit Cancel	
	Release: 1.0.3

3. The user selects the Monthly Payment File from the drop down list and presses <Submit>.

*Note: The drop down list only contains ODSP Monthly Payment Files in 'Ready for processing' status.

If a non-ODSP user attempts to recall a file using this function, the Order Files screen will display the online message 'No Records Found'.

RBC	RBC Royal Bank® Francais Log Out Help 2017/07/1								
RBC	RBC Right Pay Prepaid Management Application								
	Order Files								
Item	File type	Name ≎	Last Status Update 🗘	Status	Total Payments ᅌ	Failed Payments ᅌ 📃			
1	Monthly Reload File	ODRM17199003	2017/07/31	Ready for processing	32	0			
		^	(1 of 1)	<d (b)="" (b)<="" 1="" td=""><td></td><td></td></d>					
То	tal 1								
	Cancel		Selected 0	Order File Detail	Payment Detail	Apply Status Change			



4. The user selects the payment file they wish to recall and an 'Apply Status Change to Selection' pop up screen displays, allowing the user to begin the recall process.

*Note: The 'Event' defaults to 'Do not produce' and the 'Status after Event' defaults to 'Cancelled'.

RBC Royal Bank®		<u>Francais</u> <u>Log Out.</u> <u>Help</u> 2017/07/31
RBC Right Pay Prepaid M	lanagement Application	USERNAME:operator99@rbc.com
Order Files		
Item File type Name 🗧	Last Status Update 💠 Status	Total Payments 💠 Failed Payments 🗘 🗸
1 Monthly Reload File ODRM17199	Apply status change to selection	× 0
	Reason for status change	
Total 1 Cancel	Reason	t Detail Apply Status Change
	Event selection for the status change	
	Event Do Not Produce V Status After Event Cancelled Selected 1	
	Cancel	pply now

- 5. The user presses the <Apply now> button.
 - If the user presses the <Cancel> button, they are returned to the RBC Right Pay PMA main menu and the file will not be recalled.
- 6. The tool returns the user to the 'Order Files' screen where the ODSP Monthly Card Order File is no longer displayed.

7. Payments Inquiry

1. The user selects the 'Payments Inquiry' function from the RBC Right Pay - PMA Payment Management Main Menu.



RBC Royal Bank®			Francais Log Out. Help 2018/07/26
RBC Right Pay Prepa	aid Management Applic	Report Management	USERNAME : recalloperator@rbc.com
 Add New Organization Delete Organization User Management Add New User 	Request Recall Approve Recall Requested Recall Entire File Payments Inquiry Card Order File Inquiry	Unprocessed Cardholder Records Recalled Cardholder Approved Records In Flight Cardholder Records Processed Cardholder Records	
 Update User Delete User 	Account Inquiry	User Activity Payment Summary Report Real-Time Payment Summary Repo	đ
			Release: 1.0.3

- 2. The tool presents the Payments Inquiry Search for Payment Menu containing advanced filtering options that include:
 - Search for Payment
 - Search for Payment by Name
 - Search for Payment by Date
 - Search for Payment by Cross Reference ID

RBC Royal Bank®	<u>Francais Log Out. Help</u> 2019/01/25
RBC Right Pay Prepaid Management Application	USERNAME:rbc_suppoperator2@rbc.com
Payments Inquiry	
Search for Payments	
<u>Search for Payment</u>	
Search for Payment by Name	
Search for Payment by Date	
Search for Payment by Cross R	eference ID
	Cancel
	Release: 1.0.4

Search for Payment:

1. The user can search for a payment by selecting the <Search for Payment> link.

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2. The Payments screen displays all of the Daily and Monthly Load payments in Ready for Processing, In Progress, Recalled or Already Processed statuses.

KD	C Right Pay Pre	epaid Management	t Application		USERNAME : go	ov_admin@to
Ord	ler Files Payments					
tem	Cross Reference ID 🗘	Full Name 🗘	Payment Due Date 🗘	Status 🗘	Payment Type 🗘	Amount 0
	195358832498	ETHIER PATRICIA M	2019/02/04	Record Rejected	Daily Payment	37500.00
	195358832500	FACCHINA CHRISTINE M	2019/02/04	Record Rejected	Daily Payment	14400.00
	195368832506	ETHIER PATRICIA M	2019/02/05	Record Rejected	Daily Payment	10010.00
	195568824021	BURLING MUKTA ROBERT T	2019/01/09	Successfully Processed	Daily Payment	9089.00
	196408824230	WARUI MERCY M	2019/05/20	Ready for Processing	Daily Payment	7315.20
	196408829909	SAINI NARENDRA G	2019/05/31	Ready for Processing	Daily Payment	6492.00
	195238824162	SAINI NARENDRA G	2019/01/23	Successfully Processed	Daily Payment	5600.00
	188278793781	KH-SUSPICION UNDER R	2017/12/31	Successfully Processed	Daily Payment	5502.10
	195568824024	FOUCAULT JOSEPH D	2019/01/09	Record Rejected	Daily Payment	4449.80
)	196408824220	DUNBAR BRENDA	2019/05/20	Ready for Processing	Daily Payment	4376.85
	196408824218	Francis John	2019/05/20	Ready for Processing	Daily Payment	4280.70
2	196408824214	Achakzai Asma	2019/05/20	Ready for Processing	Daily Payment	3838.65
3	188278793850	KH-SWING BOBBY D	2017/12/31	Successfully Processed	Daily Payment	3820.00
ł	196408824213	WOODS MORGAN B	2019/05/20	Ready for Processing	Daily Payment	3751.65
5	196408825419	BATTKO ROLLO C	2019/05/31	Ready for Processing	Daily Payment	3695.50
5	195188817067	BATTKO ROLLO C	2018/12/17	Record Rejected	Daily Payment	3695.50
,	196408824240	HAILE NETSANET W	2019/05/20	Ready for Processing	Daily Payment	3676.65
1	195778824071	KH-RELOAD LARRY C	2019/03/18	Ready for Processing	Daily Payment	3352.00
)	195328832473		2019/02/01	Record Rejected	Daily Payment	3030.00
)	196408824226	LEEPER JAMES P	2019/05/20	Ready for Processing	Daily Payment	2924.20
		(1 of 786)	123456	7 8 9 10 👞 📷		
17 18 19 20	196408824240 195778824071 195328832473 196408824226	HAILE NETSANET W KH-RELOAD LARRY C LEEPER JAMES P	2019/05/20 2019/03/18 2019/02/01 2019/05/20	Ready for Processing Ready for Processing Record Rejected Ready for Processing	Daily Payment Daily Payment Daily Payment Daily Payment	3676.6 3352.0 3030.0 2924.2

3. The user selects a payment and presses the <Payment Detail> button.



RBC Royal Bank*	Francais Log.Out. Hele
RBC Right Pay Prepaid Management Applic	ation USERNAME:gov_admin@tor.ca
Payment Detai	I Next ≥
Payment Information	
Production Order	
Payment Type	Daily Payment
Payment Due Date	2017/12/31
Status	Successfully Processed
Account Information	
First Name	Ken
Middle Initial	J
Last Name	Meng
Last Status Updated at	
Status	Successfully Processed
Member ID	6000000002
Cancel	Return

- 4. The tool presents the Payment Detail screen displaying details specific to the payment selected. If multiple payments had been selected, then the 'Payment Detail' screen would only display details of the first payment selected and the Operator would be required to press <Next> to view payment details of additional payments selected.
- 5. Once the inquiry is complete, the user can press < Return> or < Cancel> to return to the Payments Inquiry screen or PMA Main Menu.

Search for Payment by Name:

- 1. The user can search for a specific cardholder's payment by selecting the <Search for Payment by Name> link.
- 2. The tool presents the 'Search for Payment by Name' input screen whereby the user must enter the cardholder's 'Last Name' and 'First Name' associated with the payment. The name fields are both mandatory fields and by entering the cardholder's full name, the search function will locate all payments associated with the specified cardholder.

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By entering only a partial 'Last Name' or 'First Name' the system can only match partial text, resulting in locating payments possibly not associated for the intended cardholder.

RBC Royal Bank®	<u>Francais Log.Out. Help</u> 2019/01/25
RBC Right Pay Prepaid Management Application	USERNAME:rbc_suppoperator2@rbc.com
Search for Payment by Name	
Last Name	
Clear Submit Cancel	
	Release: 1.0.4

3. Once the Last Name and First Name are entered, the tool displays the 'Order Files Payments' screen displaying the payment/s of the specified cardholder.

RBC	RBC Royal Bank	•			Fran	cais <u>Log Out </u> 2019/0	<u>Help</u> 3/11
RBC	BC Right Pay Prepaid Management Application						
Ord	er Files Payments						
Item	Cross Reference ID 🗘	Full Name 🗘	Payment Due Date 🗘	Status 🗘	Payment Type 🗘	Amount 🗘	
1	123456789	Meng Ken J	2017/12/31	Successfully Processed	Daily Payment	10.00	
2	67535000281	Meng Ken J	2018/11/01	Record Rejected	Daily Payment	100.00	
3	67535000282	Meng Ken J	2018/11/01	Successfully Processed	Daily Payment	100.00	
4	67535000283	Meng Ken J	2018/11/01	Record Rejected	Daily Payment	100.00	
5	67535000285	Meng Ken J	2018/11/01	Record Rejected	Daily Payment	100.00	
6	1234567890	Meng Ken J	2017/12/31	Record Rejected	Daily Payment	10.00	
7	12345678906	Meng Ken J	2017/12/31	Record Rejected	Daily Payment	10.00	
8	12345678907	Meng Ken J	2017/12/31	Record Rejected	Daily Payment	10.00	
9	12345678910	Meng Ken J	2017/12/31	Record Rejected	Daily Payment	10.00	
10	123456789110	Meng Ken J	2017/12/31	Record Rejected	Daily Payment	10.00	
11	12345678911	Meng Ken J	2017/12/31	Record Rejected	Daily Payment	10.00	
12	12345678912	Meng Ken J	2017/12/31	Record Rejected	Daily Payment	10.00	
13	12345678913	Meng Ken J	2017/12/31	Record Rejected	Daily Payment	10.00	
14	12345678914	Meng Ken J	2003/12/28	Record Rejected	Daily Payment	51.50	
15	12345678915	Meng Ken J	2003/12/28	Successfully Processed	Daily Payment	51.50	
16	12345678916	Meng Ken J	2003/12/28	Successfully Processed	Daily Payment	51.50	
17	12345678917	Meng Ken J	2003/12/28	Successfully Processed	Daily Payment	51.50	
18	12345678918	Meng Ken J	2017/12/31	Successfully Processed	Daily Payment	51.50	
19							
20							tī
		(1 of 2419)	123456	7 8 9 10 🔊 🖬			
Tota	48375						
	Cancel		Sele	ected 0 Payment D	etail Apply S	tatus Change	



4. The user selects the payment and presses the <Payment Detail> button.

RBC Royal Bank*	Francais Log Out Help 2019/03/11
RBC Right Pay Prepaid Management Applica	USERNAME:approve_recall@tor.on.ca
Payment De	etail <u>Next ></u>
Payment Information	
Production Order	
Payment Type	Daily Payment
Payment Due Date	2017/12/31
Status	Successfully Processed
Account Information	
First Name	Ken
Middle Initial	ſ
Last Name	Meng
Last Status Updated at	
Status	Successfully Processed
Member ID	RBCTEST002
Cancel	Return

- 5. The tool presents the Payment Detail screen displaying details specific to the payment selected. If multiple payments had been selected then the 'Payment Detail' screen would only display details of the first payment selected and the Operator would be required to press <Next> to view payment details of additional payments selected.
- 6. Once the inquiry is complete, the user can press < Return> or < Cancel> to return to the Payments Inquiry screen or PMA Main Menu.

Search for Payment by Date:

- 1. The user can search for a specific cardholder's payment by selecting the <Search for Payment by Date> link.
- 2. The tool presents the 'Search for Payment by Date' input screen whereby the user can search for a specific payment by selecting the payment effective date.



RBC Royal Bank®	<u>Francais Log Out Help</u> 2019/01/25
RBC Right Pay Prepaid Management Application	USERNAME:rbc_suppoperator2@rbc.com
Search for Payment by Date	
► Payment Date:	Cancel
	Release: 1.0.

- 3. The user selects the specific payment date using the calendar button and presses <Submit>.
- 4. The tool presents the Order Files Payment screen displaying all payments for the requested date.
- 5. The user selects the payment and presses the <Payment Detail> button.

RBC Royal Bank*	<u>Franceis</u> <u>Log Out</u> <u>Help</u> 2019/03/11
RBC Right Pay Prepaid Management Applica	USERNAME: approve_recall@tor.on.ca
Payment De	tail <u>Next ></u>
Payment Information	
Production Order	
Payment Type	Daily Payment
Payment Due Date	2017/12/31
Status	Successfully Processed
Account Information	
First Name	Ken
Middle Initial	ſ
Last Name	Meng
Last Status Updated at	
Status	Successfully Processed
Member ID	RBCTEST002
Cancel	Return



- 6. The tool presents the Payment Detail screen displaying details specific to the payment selected. If multiple payments had been selected then the 'Payment Detail' screen would only display details of the first payment selected and the Operator would be required to press <Next> to view payment details of additional payments selected.
- 7. Once the inquiry is complete, the user can press < Return> or < Cancel> to return to the Payments Inquiry screen or PMA Main Menu.

Search for Payment by Cross Reference ID:

- 1. The user can search for a specific cardholder's payment by selecting the <Search for Payment by Cross Reference ID> link.
- 2. The tool presents the 'Search for Payment by Cross Reference ID' input screen whereby the user can search for a specific payment by entering the Cross Reference ID of the specified payment.

RBC Royal Bank®	<u>Francais</u> <u>Log Out Help</u> 2019/01/25
RBC Right Pay Prepaid Management Application	USERNAME:rbc_suppoperator2@rbc.com
Search for Payment by Cross Reference ID	
Cross Reference ID	
Clear Submit Cancel	
	Release: 1.0.4

3. The tool presents the Order Files Payments screen displaying only the corresponding payment matching the Cross Reference ID entered.

RBC	BC Royal Bank	•			Franc	<u>ais Log Out Help</u> 2019/03/11
RBC	C Right Pay Pre	paid Management /	Application		USERNAME: approve_	recall@tor.on.ca
Ord	ler Files Payments					
Item	Cross Reference ID 🗘	Full Name 🗘	Payment Due Date 🗘	Status	Payment Type 🗘	Amount 🗘
1	695701011961	LY SHARON	2019/03/11	Ready for Processing	Daily Payment	190.00
		(1 of	f 1) Ind and 1 Inc	161		·
Tota	al 1					
	Cancel		Selec	cted 0 Payment I	Detail Apply Sta	itus Change



4. The user selects the payment and presses the <Payment Detail> button.

RBC Royal Bank®	<u>Francais</u> <u>Log Out</u> <u>Help</u> 2019/03/11
RBC Right Pay Prepaid Management Applica	USERNAME:approve_recall@tor.on.ca
Payment De	tail
Payment Information	
Production Order	
Payment Type	Daily Payment
Payment Due Date	2019/03/11
Status	Ready for Processing
Account Information	
First Name	SHARON
Middle Initial	
Last Name	LY
Last Status Updated at	
Status	Successfully Processed
Member ID	201644655
Cancel	Return

- 5. The tool presents the Payment Detail screen displaying details specific to the payment selected.
- 6. Once the inquiry is complete, the user can press < Return> or < Cancel> to return to the Payments Inquiry screen or PMA Main Menu.



8. Card Order File Inquiry

(Applicable only for Batch File

- s)
- 1. The user selects the 'Card Order File Inquiry' function from the RBC Right Pay -PMA Payment Management Main Menu.

RBC Royal Bank*			Francais Log Out. Helo 2018/07/26
RBC Right Pay Prepa	aid Management Appli Payment Management	Cation Report Management	USERNAME : recalloperator@rbc.com
 Add New Organization Delete Organization Approve Recall Requested Recall Entire File Recall Entire File Add New User Update User Card Order File Inquiry 	Unprocessed Cardholder Recalled Cardholder Approved Records In Flight Cardholder Records Processed Cardholder Records User Activity		
 Delete User 	, <u>Essoonis rispin</u> ,	Payment Summary Report Real-Time Payment Summary Report	Release: 1.0.3

- 2. The tool presents the 'Order Files' screen displaying the following Daily and Monthly Card Order files:
 - For ODSP users, all Monthly batch files and historical Daily and Monthly batch files pre-March 2019 release.
 - For OW users, all historical Daily and Monthly batch files pre-March 2019 release.

The Card Order File Inquiry displays all file statuses including 'File in Progress', 'Ready for Processing', 'Cancelled' and 'Already Processed'.

RBC Royal Bank* Francais Log Out H 2019/04 2019/04 RBC Right Pay Prepaid Management Application USERNAME:gov_admin@tor					Francais Log Out. Help 2019/04/05 NAME:gov_admin@tor.ca	
	Order Files					
Item	File type 🗘	Name 🗘	Last Status Update 🗘	Status 🗘	Total Payments 🗘	Failed Payments 🗘
1	Monthly Reload File	ONRM18121901	2019/01/03	File in Progress	100	0
2	Monthly Reload File	ONRM19012101	2019/03/25	File in Progress	100	0
3	Monthly Reload File	ONRM19031801	2019/03/25	Successfully Processed	100	94
4	Monthly Reload File	ONRM19032601	2019/03/28	Successfully Processed	100	95
5	Monthly Reload File	ONRM19040401	2019/04/04	Successfully Processed	9	4
			(1 of 1)	< 1 P> PI		
Tot	al 5					
	Cancel		Selected 0	Order File Detail	Payment Detail Ap	ply Status Change



- 3. The user is able to view 'Card Order File Details' or 'Payment Details' from this screen.
 - a. For a specified Card Order file, the user can select the <Order File Detail> button to view Card Order File specific details.
 - b. The tool presents the Card Order file Detail screen displaying details specific to the file selected. If multiple files had been selected then the Card Order File Detail screen would only display details of the first order file selected and the Operator would be required to press <Next> to view Card Order File information of additional files selected.

RBC	RBC Royal Bank®	<u>Francais Log Out. Help</u> 2017/07/31

RBC Right Pay Prepaid Management Application

Card Order File Detail			
Information			
Name	OWRD17199003		
Status	Ready for processing		
Subclient ID	SC345-TESS000		
File type	Daily Reload File		
Payments			
Total Payments	32		
Payments awaiting response	12		
Last Status update at	2017/07/31		
Failed Payments	0		
Cancel	Return		

c. For a specified Card Order File, the user can select the <Payment Detail> button to view a list of all of the payments with that file.

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USERNAME:operator99@rbc.com



RBC	RBC Royal Bank® Francais Log Out Help 2019/04/05						
RBC	RBC Right Pay Prepaid Management Application				.ca		
Ord	er Files Payments						
Item	Cross Reference ID 🗘	Full Name 🗘	Payment Due Date 🗘	Status 🗘	Payment Type 🗘	Amount 🗘	
1	190940000001	NIKOLOPULUS PETROVIC ELIZA MARIA NIKOLETA D	2019/03/29	Successfully Processed	Monthly Payment	1714.00	
2	19094000002	PAPANIKOLOPULUS NIKO ANNAMARIA NIKOLETA B D	2019/03/29	Successfully Processed	Monthly Payment	1348.00	
3	19094000003	RIDOUTT BIDAUT MIDOU MIROSLAVA BORISLAVA O	2019/03/29	Successfully Processed	Monthly Payment	2350.00	
4	190940000004	KENNEDY LAURIE L	2019/03/29	Record Rejected	Monthly Payment	1169.00	
5	19094000005	GOUDREAULT BADEAUX M CYNTHIA WITH THE LON L	2019/03/29	Record Rejected	Monthly Payment	1662.50	
6	19094000006	GRASS BOGAN MOGAN OP PRECIOUS BOGAN MOGAN G	2019/03/29	Successfully Processed	Monthly Payment	350.00	
7	190940000007	KH-KEITH RPC HOLWELL M	2019/03/29	Successfully Processed	Monthly Payment	666.90	
8	19094000008	BAKER PAULA A	2019/03/29	Record Rejected	Monthly Payment	1214.00	
9	190940000009	KH ONE KH TEST L	2019/03/29	Record Rejected	Monthly Payment	930.00	
		(1 of	1) 📧 🔜 🚺 🔛	le 1			
Tota	al 9						
	Cancel		Selec	ted 0 Payment De	etail Apply St	tatus Change	
L							

d. In order to view specific payment details, the user can select any payment/s and press the <Payment Detail> button. The tool presents the 'Payment Detail' screen displaying details specific to the payment selected. If multiple payments had been selected then the 'Payment Detail' screen would only display details of the first payment selected and the Operator would be required to press <Next> to view payment details of additional payments selected.



RBC .	RBC Royal Bank*	<u>Francais Log Out. Help</u> 2019/04/05
RBC Ri	ight Pay Prepaid Management Application	USERNAME:gov_admin@tor.ca

Payment D	Payment Detail				
Payment Information					
Production Order	ONRM19040401				
Payment Type	Monthly Payment				
Payment Due Date	2019/03/29				
Status	Successfully Processed				
Account Information					
First Name	PRECIOUS BOGAN MOGAN				
Middle Initial	G				
Last Name	GRASS BOGAN MOGAN OP				
Last Status Updated at					
Status	Successfully Processed				
Member ID	205966229				
Cancel	Return				

4. Once the inquiry is complete, the user can press < Return> or < Cancel> to return to the 'Order File Payments' screen or PMA Main Menu.

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9. Account Inquiry

1. The user selects the 'Account Inquiry' function from the RBC Right Pay - PMA Payment Management Main Menu.

RBC Royal Bank*			Francais Log Out. Help 2018/07/26
RBC Right Pay Prepa Organization Management	aid Management Applie Payment Management	Cation Report Management	USERNAME : recalloperator@rbc.com
 Add New Organization Delete Organization User Management Add New User Update User Delete User 	 Request Recall Approve Recall Requested Recall Entire File Payments Inquiry Card Order File Inquiry Account Inquiry 	Unprocessed Cardholder Records Recalled Cardholder Approved Records In Flight Cardholder Records Processed Cardholder Records User Activity Payment Summary Report Real-Time Payment Summary Report	đ
			Release: 1.0.3

2. The tool displays the Accounts Overview screen displaying cardholder account information including Member Id, First Name, Middle Initial, Last Name and Payment status.

R	C Right Pay I	Prenaid Manage	ment Annl	ication	USERNAME:approve_recall@tor.on
			пене дрр		
· • • •	Accounts Ove	Friew	T:4:-1-	Last Nama A	Chabur A
ten	6000002	Ken	J	Meng	Successfully Processed
2	RPC223832882	Ken	5	Meng	Successfully Processed
	5000000002	Ken	j	Meng	Successfully Processed
ł	5000000001	Ken	J	Meng	Successfully Processed
;	RPC202403333	LEONARD	L	BOWLEY	Successfully Processed
	6000001	Ken		Meng	Successfully Processed
	6000000001	Ken	J	Meng	Successfully Processed
	6000000002	Ken	J	Meng	Successfully Processed
	7000000001	Ken	J	Meng	Successfully Processed
0	RPC218488559	Ken	J	Meng	Successfully Processed
1	RPC302297878	BLAIR	I	ZAIBEL	Successfully Processed
2	RPC217631126	VINAL	F	DUERKOP	Successfully Processed
3	RPC300599783	МИКТА	к	SPERDUTI	Successfully Processed
4	RPC306566146	МИКТА		RBCTESTTWO	Successfully Processed
5	RPC105274088	VENUS	с	SHEPPERDSON	Successfully Processed
6	6000000005	Ken	L C	Meng	Successfully Processed
7	7000000002	Ken	J	Meng	Successfully Processed
8	RPC301186011	JILLIE	м	LOHMANN	Successfully Processed
9	RPC303326596	YUSHUA	R	ARBAUGH	Successfully Processed
0	RPC303037562	BLAINE	v	LINNERTZ	Successfully Processed
		(1 of 411)	14 4 1 2	3 4 5 6 7 8 9 10	85 81
Tot	al 8208				



3. The user selects an account and presses the <Account Details> button.

RBC Royal Bank*	<u>Francais</u> <u>Log Out.</u> Help 2019/06/19					
RBC Right Pay Prepaid Management Applica	tion USERNAME:approve_recall@tor.on.ca					
Account Deta	ils					
Payment Information						
Production Order						
Payment Type						
Payment Due Date						
Status						
Account Information						
First Name	Ken					
Initials	ſ					
Last Name	Meng					
Status	Successfully Processed					
Member ID	6000002					
Cancel	Return					

- 4. The systems presents the 'Account Details' screen displaying account information specific to the account specified.
- 5. Once the inquiry is complete, the user can press < Return> or < Cancel> to return to the Account Inquiry screen or PMA Main Menu.

10. Report Management

Unprocessed Cardholder Records

This report displays payments that have not yet been applied to the cardholders (recipients) accounts. The following users can generate this report:

- 1. Request Recall User
- 2. Approve Recall Request User

*Note: Once the report is downloaded, either format (CSV or PDF) will display online or can be saved by the user.

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- 1. The user selects the < Unprocessed Cardholder Records> function from the RBC Right Pay PMA Main Menu.
- 2. The Unprocessed Cardholder Records screen appears and the user enters the required information:

RBC Royal Bank®	<u>Francais Log Out Help</u> 2019/04/03						
RBC Right Pay Prepaid Management Application	USERNAME:approve_recall@tor.on.ca						
Unprocessed Cardholder Records							
• Report Format: Select one CSV PDF • Start Date: • End Date: • Payment Type: Select one Daily Payment Monthly Payment <p< th=""><th>Download</th></p<>	Download						
	Release: 1.0.5						





- 3. The Unprocessed Cardholder Records report includes the following information:
 - Cross Reference ID
 - Customer Name
 - Member ID
 - Amount to be processed
 - Payment Due Date
 - Action
 - Total number of Cardholder Records to be processed
 - Total amount to be credit

This information is displayed on the screen as follows:

CSV Format selected:

Download CSV					Search:
Cross Reference ID	Customer Name	Member ID	Amount - to be processed	Payment due date	Action
696071000017	IBELEGBU ARIORITSEBAFOR LILIA	304904999	4,582.00	2019/04/17	Ready For Processing
696071000018		103670543	1,110.00	2019/04/17	Ready For Processing
696071000019		214447047	803.00	2019/04/17	Ready For Processing
696071000020	HELAL MOHAMMED	201432010	1,110.00	2019/04/17	Ready For Processing
696071000021		304087767	1,110.00	2019/04/17	Ready For Processing
696071000022		201583812	1,500.00	2019/04/17	Ready For Processing
696071000023		304790825	1,903.80	2019/04/17	Ready For Processing
696071000024		304629499	1,500.00	2019/04/17	Ready For Processing
696071000025		205219454	967.99	2019/04/17	Ready For Processing
696071000026	ROPER DANIEL	304655436	1,110.00	2019/04/17	Ready For Processing
Showing 1 to 10 of 91 entries				Previous 1	2 3 4 5 10 Next

ious 1 2 3 4 5 ... 10 Ne

PDF Format selected:

File Edit View Favorites Tools	Help				
👍 🧧 Canadian Banking Operati 🧧	🖹 CB News - Win with Trade 🧃 CB News - Win with Trade 🧔	🗋 Citrix XenApp - Logged Off 🛛 G Google 📓	group Requirements CoE	🧃 HP Quality Center 10 (2) 🧧 HP	Quality Center 10 (3)
Download as PDF					Search:
Cross Reference ID	Customer Name	Member ID	Amount - to be processed	Payment due date	Action
696071000017	IBELEGBU ARIORITSEBAFOR LILIA	304904999	4,582.00	2019/04/17	Ready For Processing
696071000018		103670543	1,110.00	2019/04/17	Ready For Processing
696071000019		214447047	803.00	2019/04/17	Ready For Processing
696071000020	HELAL MOHAMMED	201432010	1,110.00	2019/04/17	Ready For Processing
696071000021		304087767	1,110.00	2019/04/17	Ready For Processing
696071000022		201583812	1,500.00	2019/04/17	Ready For Processing
696071000023		304790825	1,903.80	2019/04/17	Ready For Processing
696071000024		304629499	1,500.00	2019/04/17	Ready For Processing
696071000025		205219454	967.99	2019/04/17	Ready For Processing
696071000026	ROPER DANIEL	304655436	1,110.00	2019/04/17	Ready For Processing
Showing 1 to 10 of 91 entries			First	Previous 1 2 3 4	5 10 Next Last



4. If CSV format is selected, the information is displayed as follows:

Royal Bank of Canada					
Unprocessed Cardholder	Records				
Generated Date: 2019/03/05 - 201	9/04/03				
Cross Reference ID	Customer Name	Member ID	Amount - to be processed	Payment due date	Action
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696071000019		214447047	803	2019/04/17	Ready For Processing
696071000020	HELAL WORAWINED	201432010	1,110.00	2019/04/17	Ready For Processing
696071000022		201583812	1,500.00	2019/04/17	Ready For Processing
696071000023		304790825	1,903.80	2019/04/17	Ready For Processing
696071000024		304629499	1,500.00	2019/04/17	Ready For Processing
696071000025		205219454	967.99	2019/04/17	Ready For Processing
696071000026	DIXON LERALDO	201909918	1,110.00	2019/04/17	Ready For Processing
696071000028	SEMERJIAN ARARAD S	202030326	1,500.00	2019/04/17	Ready For Processing
696071000029	GARCIA OYARZABAL F	300101675	780.75	2019/04/17	Ready For Processing
696071000030	MARUSSI JOHNNY E	221049570	1,110.00	2019/04/17	Ready For Processing
696071000031	BALASINGAM DRASAN	106660434	1,375.00	2019/04/17	Ready For Processing
696071000033	MACAM MARY ANN V	301278258	659.19	2019/04/17	Ready For Processing
696071000037	LONGTON PHILIP M	223181249	1,500.00	2019/04/17	Ready For Processing
696071000038		307272042	1,110.00	2019/04/17	Ready For Processing
696071000039	RAMOS CASSANDRA I	303205363	1,500.00	2019/04/17	Ready For Processing
696071000044		303276478	1,500.00	2019/04/17	Ready For Processing
696071000048	TANNER KRYSTAL M	202127676	1,110.00	2019/04/17	Ready For Processing
696071000049		215393372	1,124.00	2019/04/17	Ready For Processing
696071000050	WADDEN LORNE M	113288823	1,500.00	2019/04/17	Ready For Processing
696071000051	BOWLES KEVIN M	201111150	1,150.00	2019/04/17	Ready For Processing
696071000052	DAWKINS DARRIO S	207094293	1,300.00	2019/04/17 2019/04/17	Ready For Processing
696071000054	WHITEWAY ANTHONY	212697015	1,110.00	2019/04/17	Ready For Processing
696071000055	GEORGE JESSICA S	302670183	1,110.00	2019/04/17	Ready For Processing
696071000056	HUTCHCRAFT MIKHAIL	209218056	1,110.00	2019/04/17	Ready For Processing
696071000057	AITKEN SAMANTHA T	300112415	1,110.00	2019/04/17	Ready For Processing
696071000056	TUKUDE SIMUN	206239960	1,110.00	2019/04/17 2019/04/17	Ready For Processing
696071000060		219255924	1,110.00	2019/04/17	Ready For Processing
696071000061	ACKABEE SHAWNA A	115053720	1,500.00	2019/04/17	Ready For Processing
696071000062		209362904	1,110.00	2019/04/17	Ready For Processing
696071000063		307061531	1,403.25	2019/04/17	Ready For Processing
696071000064	PACZOK RICHARD	10/69/542	1,110.00	2019/04/17 2019/04/17	Ready For Processing
696071000066	GREAVES JASON D	203119508	450.06	2019/04/17	Ready For Processing
696071000067	NICOLAS SIERRA M	200757607	1,049.34	2019/04/17	Ready For Processing
696071000068		201650207	1,209.00	2019/04/17	Ready For Processing
696071000069	RICCI JOSEPH	300678685	1,110.00	2019/04/17	Ready For Processing
696071000070	DAVIS LAUKA	223010844	1,100.00	2019/04/17	Ready For Processing
696071000072		304607398	1,500.00	2019/04/17	Ready For Processing
696071000073	SARANTAKOS DIMITRI	209586809	1,110.00	2019/04/17	Ready For Processing
696071000074	BAILEY MONAY D	305517621	1,500.00	2019/04/17	Ready For Processing
6960/10000/5	CRAIC DAVE	21903/405	1,110.00	2019/04/17	Ready For Processing
696071000077	CRAIG DAVE	307005507	1,125.00	2019/04/17	Ready For Processing
696071000078		110742582	1,361.00	2019/04/17	Ready For Processing
696071000079		100685122	1,110.00	2019/04/17	Ready For Processing
696071000080	LAYDEN MEAGAN K	300245825	1,125.00	2019/04/17	Ready For Processing
696071000081		303/1/0/6	1,110.00	2019/04/17 2019/04/17	Ready For Processing
696071000083		210527107	1,125.00	2019/04/17	Ready For Processing
696071000084	YIELDING KRISTOFFEF	201424181	1,500.00	2019/04/17	Ready For Processing
696071000085		301437348	1,110.00	2019/04/17	Ready For Processing
696071000086		307158603	685	2019/04/17	Ready For Processing
696071000088	NAGY MICHAEL W	304362890	1 110 00	2019/04/17	Ready For Processing
696071000089	NGARAMBE KELLY	304088527	1,110.00	2019/04/17	Ready For Processing
696071000090	MCDONALD HOWARD	208384594	1,500.00	2019/04/17	Ready For Processing
696071000091		304530810	1,110.00	2019/04/17	Ready For Processing
696071000092	ANNAN LAURENCE M	207068826	1,150.00	2019/04/17	Ready For Processing
696071000093	DANIEL ALFONSU SAN	213887771	1 191 76	2019/04/17 2019/04/17	Ready For Processing
696071000095	REBELO PAULO S	304434787	1,110.00	2019/04/17	Ready For Processing
696071000096	LEWIS TROY A	217406826	1,385.00	2019/04/17	Ready For Processing
696071000097		202060844	903.47	2019/04/17	Ready For Processing
696071000098	RAMOS MAO S	304162041	1,554.00	2019/04/17	Ready For Processing
696071000100	TO WIDO WAU O	300281823	1,110.00	2019/04/17	Ready For Processing
696071000101		304611136	1,500.00	2019/04/17	Ready For Processing
696071000102	BECSKEHAZI JANOS J	222428286	1,110.00	2019/04/17	Ready For Processing
696071000103	KEEN DAVID C	223485640	1,110.00	2019/04/17	Ready For Processing
696071000104	GIRARD IOHN D	116392812	1 415 00	2019/04/17	Ready For Processing
696071000106	KOMSKY KEVIN R	301646767	1.110.00	2019/04/17	Ready For Processing
696071000107	BURCEA CARLO	301492419	1,110.00	2019/04/17	Ready For Processing
Total number of Cardhold	ler Records to be proces	sed:91			
i otal amount to be credi	1.111426.81				



5. If PDF Format is selected, the information is displayed as follows:

Period: 2019/03/05 - :	2019/04/03				
Creese Reference ID					Report generated on: 2019/04/
LIOSS REFERENCE ID	Customer Name	Member ID Amo	unt - to be processed	Payment due date	Action
696071000017	IBELEGBU ARIORITSEBAFOR LILIA	304904999	4,582.00	2019/04/17	Ready For Processing
696071000018		103670543	1,110.00	2019/04/17	Ready For Processing
696071000019		214447047	803.00	2019/04/17	Ready For Processing
696071000020	HELAL MOHAMMED	201432010	1,110.00	2019/04/17	Ready For Processing
696071000021		304087767	1,110.00	2019/04/17	Ready For Processing
696071000022		201583812	1,500.00	2019/04/17	Ready For Processing
696071000024		304629499	1,500.00	2019/04/17	Ready For Processing
696071000025		205219454	967.99	2019/04/17	Ready For Processing
696071000026	ROPER DANIEL	304655436	1,110.00	2019/04/17	Ready For Processing
696071000027	DIXON LERALDO	201909918	1,500.00	2019/04/17	Ready For Processing
696071000028	SEMERJIAN ARARAD S	202030326	1,500.00	2019/04/17	Ready For Processing
696071000029	GARCIA OYARZABAL F	300101675	780.75	2019/04/17	Ready For Processing
696071000030	MARUSSI JUHINIT E	106660434	1,110.00	2019/04/17	Ready For Processing
696071000032	BALASINGAM PRASANA	201052040	1,150.00	2019/04/17	Ready For Processing
696071000033	MACAM MARY ANN V	301278258	659.19	2019/04/17	Ready For Processing
696071000034		201076585	1,110.00	2019/04/17	Ready For Processing
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696071000036		304169777	1,110.00	2019/04/17	Ready For Processing
696071000037	LUNGTON PHILIP M	223181249	1,500.00	2019/04/17	Ready For Processing
696071000039	RAMOS CASSANDRA I	307272042	1,110.00	2019/04/17	Ready For Processing
696071000040		113740039	1,110.00	2019/04/17	Ready For Processing
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696071000042		225408491	1,110.00	2019/04/17	Ready For Processing
696071000043		300129033	1,150.00	2019/04/17	Ready For Processing
606071000044					
090071000044	HALL ANTHONY	303276478	1,500.00	2019/04/17	Ready For Processing
696071000045	HALL ANTHONY	303276478 114812290	1,500.00 1,150.00	2019/04/17 2019/04/17 2010/04/17	Ready For Processing Ready For Processing
696071000045 696071000045 696071000046	ARCHDALL PAUL M	303276478 114812290 107801243 305276295	1,500.00 1,150.00 1,110.00 1,110.00	2019/04/17 2019/04/17 2019/04/17 2019/04/17	Ready For Processing Ready For Processing Ready For Processing Ready For Processing
696071000044 696071000045 696071000046 696071000047 696071000048	ARCHDALL PAUL M TANNER KRYSTAL M	303276478 114812290 107401243 305279295 202127676 1 c	1,500.00 1,150.00 1,110.00 1,110.00 1,110.00 1,110.00	2019/04/17 2019/04/17 2019/04/17 2019/04/17 2019/04/17	Ready For Processing Ready For Processing Ready For Processing Ready For Processing Ready For Processing
696071000045 696071000045 696071000046 696071000047 696071000048	ARCHDALL PAUL M TANNER KRYSTAL M	303276478 114812230 107601243 305279295 202127676 1 c	1,500.00 1,150.00 1,110.00 1,110.00 1,110.00 1,110.00	2019/04/17 2019/04/17 2019/04/17 2019/04/17 2019/04/17	Ready For Processing Ready For Processing Ready For Processing Ready For Processing Ready For Processing
696071000045 696071000045 696071000045 696071000047 696071000048	ARCHDALL PAUL M TANNER KRYSTAL M	203276478 114812290 107801243 205279295 202127676 1 c	1,500.00 1,150.00 1,110.00 1,110.00 1,110.00 1,110.00 of 3	2019/04/17 2019/04/17 2019/04/17 2019/04/17 2019/04/17 2019/04/17	Ready For Processing Ready For Processing Ready For Processing Ready For Processing Ready For Processing
9907/100044 69607/100045 69607/100045 69607/100047 69607/100048 rross Reference ID 9607/1000087 6607/1000087	ARCHDALL PAUL M TANNER KRYSTAL M	303276478 114812290 10701243 305279295 202127676 1 c Member ID Amou 3045333771 2024533571	1,500.00 1,150.00 1,110.00 1,110.00 1,110.00 1,110.00 of 3	2019/04/17 2019/04/17 2019/04/17 2019/04/17 2019/04/17 2019/04/17 2019/04/17	Ready For Processing Ready For Processing Ready For Processing Ready For Processing Ready For Processing Action Ready For Processing Ready For Processing
99071000045 696071000045 696071000045 696071000047 696071000048 696071000048 96071000088 96071000088	ARCHDALL PAUL M TANNER KRYSTAL M Customer Name NAGY MICHAEL W NGARAME KELLY	303276478 114812290 107601243 305279295 202127876 202127876 202127876 202127876 202127876 202127876 202127876 202127876 202127876 2021278777 20212787777 202127877777 2021278777777777777777777777777777777777	1,500.00 1,150.00 1,110.00 1,110.00 1,110.00 1,110.00 1,110.00 1,110.00 1,110.00	2019/04/17 2019/04/17 2019/04/17 2019/04/17 2019/04/17 2019/04/17 2019/04/17 2019/04/17	Ready For Processing Ready For Processing
9907/1000045 69607/1000045 69607/1000045 69607/1000047 69607/1000048 9607/1000087 9607/1000088 9607/1000089	ARCHDALL PAUL M TANNER KRYSTAL M Customer Name NAGY MICHAEL W NGARAMEE KELLY MCDNALD HOWARD S	203276478 114812290 107601243 305279295 202127676 202127676 1 c 304533571 304533571 30432390 304088527 202834594	1,500.00 1,150.00 1,110.00 1,110.00 1,110.00 1,110.00 1,110.00 1,110.00 1,110.00	2019/04/17 2019/04/17 2019/04/17 2019/04/17 2019/04/17 2019/04/17 2019/04/17 2019/04/17	Ready For Processing Ready For Processing
95071000045 95071000045 95071000045 95071000047 95071000047 95071000048 95071000087 95071000089 95071000089 95071000099	ARCHDALL PAUL M TANNER KRYSTAL M Customer Name NAGY MICHAEL W MCRAMBE KELLY MCDONALD HOWARD S	303274478 114812290 107601243 305279295 202127676 1 c 304533571 304452890 30408527 2023845394 30408527 2023845394	1,500.00 1,150.00 1,110.00 1,110.00 1,110.00 1,110.00 1,110.00 1,110.00 1,110.00 1,110.00 1,110.00 1,110.00	2019/04/17 2019/04/17 2019/04/17 2019/04/17 2019/04/17 2019/04/17 2019/04/17 2019/04/17 2019/04/17	Ready For Processing Ready For Processing
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495071000045 965071000045 965071000045 965071000047 965071000047 965071000048 96071000087 96071000088 96071000089 96071000089 96071000091 96071000091 96071000092	ARCHDALL PAUL M TANNER KRYSTAL M Customer Name NAGY MICHAEL W NGARAMBE KELLY MCDONALD HOWARD S ANNAN LAURENCE M DANIEL ALFONSO SANDY	202376478 114812290 107601243 305279295 202127676 202127676 1 c 1 c 1 c 1 c 1 c 2026290 304362890 304362890 304362894 3043530810 207068925 304777891	1,500,00 1,150,00 1,110,00 1,110,00 1,110,00 1,110,00 1,110,00 1,110,00 1,110,00 1,110,00 1,110,00 1,110,00 1,110,00 1,110,00 1,110,00 1,110,00	2019/04/17 2019/04/17 2019/04/17 2019/04/17 2019/04/17 2019/04/17 2019/04/17 2019/04/17 2019/04/17 2019/04/17 2019/04/17 2019/04/17	Ready For Processing
95071000045 95071000045 95071000046 95071000047 95071000047 95071000048 95071000087 95071000087 95071000089 95071000099 95071000091 95071000091	ARCHDALL PAUL M TANNER KRYSTAL M Customer Name NAGY MICHAEL W NGARAMBE KELLY MCDDRALD HOWARD S ANNAN LAURENCE M DANIEL ALFONSO SANDY	303274478 114812290 107801243 305279295 202127676 202127676 202127676 202127676 202127676 202127676 20212827776 20384594 20384594 20384594 20384594 20384594 20384594 20384594 20384594 20384594 20384594 20384594 20394596 20277689 20384594 20394597 20384594 20394597 2039577 203957 203957 203957 2039577 203977 203957 20395	1,500.00 1,150.00 1,110.00 1,110.00 1,110.00 1,110.00 1,110.00 1,110.00 1,110.00 1,110.00 1,110.00 1,110.00 1,110.00 1,110.00 1,110.00	2019/04/17 2019/04/17 2019/04/17 2019/04/17 2019/04/17 2019/04/17 2019/04/17 2019/04/17 2019/04/17 2019/04/17 2019/04/17 2019/04/17 2019/04/17	Ready For Processing Ready For Processing
95071000045 96071000045 96071000046 96071000047 96071000047 96071000048 96071000085 96071000085 96071000089 96071000091 96071000091 96071000092	ARCHDALL PAUL M TANNER KRYSTAL M Customer Name NAGY MICHAEL W MCDONALD HOWARD S ANNAN LAURENCE M DANIEL ALFONSO SANDY REBELO PAULO S LEWIS TOPY A	303276478 114812290 107801243 305279295 202127876 202127876 202127878 202127878 202127878 202127878 202328771 30432890 30408527 203814594 304530810 20706826 304777891 21387771 3044347877 21206626	1,500.00 1,150.00 1,110.00 1,1	2019/04/17 2019/04/17 2019/04/17 2019/04/17 2019/04/17 2019/04/17 2019/04/17 2019/04/17 2019/04/17 2019/04/17 2019/04/17 2019/04/17 2019/04/17 2019/04/17	Ready For Processing Ready For Processing
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togs Reference ID eged71000048 eged71000045 eged71000046 eged71000047 eged71000047 eged71000047 eged71000048 eged71000087 eged71000088 eged71000088 eged71000098 eged71000098 eged71000093 eged71000093 eged71000093 eged71000094 eged71000093 eged71000095 eged7100005	ARCHDALL PAUL M TANNER KRYSTAL M Customer Name NAGY MICHAEL W NGARAMBE KELLY MCDONALD HOWARD S ANNAN LAURENCE M DANIEL ALFONSO SANOY REBELO PAULO S LEWIS TROY A	30327477 114812290 107601243 305279295 202127676 202127676 202127676 202127676 202127676 2021276776 2021276825 2021277791 202134594 200408527 202134594 20206884594 20206884594 20206884594 20206884598 202068859 2020688598 202068859 202068859 202068859 202068859 202068859 202068859 202068859 202068859 202068859 20206859 202068859 202068859 202068859 202068859 202068859 202068859 202068859 202068859 202068859 202068859 202068859 202068859 202068859 202068859 20206859 202068859 20206859 2020	1,500.00 1,150.00 1,110.00 1,100.00 1,000.00 1,0	2019/04/17 2019/04/17 2019/04/17 2019/04/17 2019/04/17 2019/04/17 2019/04/17 2019/04/17 2019/04/17 2019/04/17 2019/04/17 2019/04/17 2019/04/17 2019/04/17 2019/04/17 2019/04/17	Ready For Processing Ready For Processing
9507/1000045 95607/1000045 95607/1000046 95607/1000047 95607/1000048 9507/1000083 9507/1000083 9507/100093 9507/100093 9507/100093 9507/100093 9507/100094 9507/100094 9507/100094	AARCHDALL PAUL M TANNER KRYSTAL M Customer Name NAGY MICHAEL W MCDONALD HOWARD S ANNAN LAURENCE M DANEL ALFONSO SANDY REBELO PAULO S LEWISTROY A RAMOS MAO S	303276478 114812290 11761243 305279295 202127676 202127676 202127676 202527655 202127676 2025371 304533571 304533571 304533571 30453269 30468527 203834594 304530810 20706826 304777891 21387771 30443478771 30443478771 30443478771 3044347872 20206844 304152041 2141882	1,500.00 1,150.00 1,110.00 1,110.00 1,110.00 1,110.00 1,110.00 1,110.00 1,110.00 1,110.00 1,110.00 1,110.00 1,110.00 1,110.00 1,119.76 1,110.00 1,191.76 1,110.00 1,135.00 1,135.00 1,135.00 1,135.00 1,135.00 1,135.00 1,135.00 1,135.00 1,135.00 1,135.00 1,135.00 1,135.00 1,135.00 1,135.00 1,135.00 1,135.00 1,135.00 1,110.00	2019/04/17 2019/04/17 2019/04/17 2019/04/17 2019/04/17 2019/04/17 2019/04/17 2019/04/17 2019/04/17 2019/04/17 2019/04/17 2019/04/17 2019/04/17 2019/04/17 2019/04/17 2019/04/17 2019/04/17	Ready For Processing Ready For Processing
96071000045 96071000045 96071000046 96071000047 96071000047 96071000048 96071000087 96071000089 96071000089 96071000092 96071000092 96071000092 96071000094 96071000095 96071000095	ARCHDALL PAUL M TANNER KRYSTAL M Cuttomer Name NAGY MICHAEL W NGARAME KLIY MCDONALD HOWARD S ANNAN LAURENCE M DANIEL ALFONSO SANDY REBELO PAULO S LEWIS TROY A RAMOS MAO S	303276478 114812290 107601243 305279295 202127676	1,500.00 1,150.00 1,110.00 1,110.00 1,110.00 1,110.00 1,110.00 1,110.00 1,110.00 1,110.00 1,110.00 1,110.00 1,110.00 1,110.00 1,110.00 1,110.00 1,110.00 1,110.00 1,110.00 1,110.00 1,110.00	2019/04/17 2019/04/17 2019/04/17 2019/04/17 2019/04/17 2019/04/17 2019/04/17 2019/04/17 2019/04/17 2019/04/17 2019/04/17 2019/04/17 2019/04/17 2019/04/17 2019/04/17 2019/04/17 2019/04/17 2019/04/17	Ready For Processing
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ross Reference ID sec7100004 ross Reference ID sec7100004 sec7100004 sec7100004 sec7100004 sec7100008 sec7100008 sec7100009 sec71000009 sec7100009 sec7100009 sec7100009 sec7100009 sec7100009 sec71000010 sec710000 sec710000 sec71000010 sec71000010 sec71000010 sec71000010 sec71000010 sec71000010 sec71000010 sec7100010 sec7100010 sec7100010 sec71000010 sec71000010 sec71000010 sec71000010 sec71000010 sec71000010 sec71000010 sec71000010 sec7100010 sec71000010 sec7100010 sec7100010 sec7100010 sec7100010 sec7100010 sec7100010 sec7100010 sec710000 sec710000 sec	AARCHDALL PAUL M TANNER KRYSTAL M Customer Name NAGY MICHAEL W MCDONALD HOWARD S ANNAN LAURENCE M DANEL ALFONSO SANDY REBELD PAULO S LEWIS TROY A RAMOS MAO S BECSKEHAZI JANOS J	303276478 114812290 1167601243 305279295 202127676 202127676 202127676 2025276295 202127676 2025276295 20252767 20354594 20354595 2035555 2035555 2035555 2035555 2035555 2035555 2035555 2035555 2035555 2035555 2035555 2035555 20355555 2035555 203555555 20355555 203555555 203555555 203555555 2035555555 2035555555 20355555555 203555555 2035	1,500.00 1,150.00 1,110.00 1,1	2019/04/17 2019/04/17	Ready For Processing Ready For Processing
ross Reference ID e66/71000045 e96071000045 e96071000046 e96071000047 e96071000047 e96071000048 e9607100008 e607100008 e607100008 e607100009	ARCHDALL PAUL M TANNER KRYSTAL M Customer Name NAGY MICHAEL W NGARAME KLIY MCDONALD HOWARD S ANNAN LAURENCE M DANIEL ALFONSO SANDY REBELD PAULO S LEWIS TROY A RAMOS MAO S BECSKEHAZI JANOS J KEEN DAVID C	303276478 114812290 107601243 305279295 202127676	1,500.00 1,150.00 1,110.00 1,1	2019/04/17 2019/04/17	Ready For Processing
togs Reference ID escar to a construction escar to a constructin escar to a consto escar to a constructin escar to a	ARCHDALL PAUL M TANNER KRYSTAL M Customer Name NAGY MICHAEL W NGGRAME KELLY MCDDNALD HOWARD S ANNAN LAURENCE M DANIEL ALFONSO SANOY REBELO PAULO S LEWIS TROY A RAMOS MAO S BECSKEHAZI JANOS J KEEN DAVID C GIRARD JOIN D	303276478 114812290 114812290 202127876 202127876 202127876 2021278778 2025279295 2021278778 204533571 204533571 204533571 204533571 2045325010 20706825 20206084	1.500.00 1.150.00 1.110.	2019/04/17 2019/04/17	Ready For Processing
ross Reference ID secondary ross Reference ID secondary secondary ross Reference ID secondary secondary ross Reference ID secondary ross Reference ross ross Reference ross ross Reference ross ross Reference ross	AARCHDALL PAUL M TANNER KRYSTAL M Customer Name NAGY MICHAEL W MCDONALD HOWARD S ANNAN LAURENCE M DANEL ALFONSO SANDY REBELO PAULO S LEWIS TROY A RAMOS MAO S BECSKEHAZI JANOS J KEEN DAVID C GIRARD JOHN D CGIRARD JOHN D	303276478 114812290 117801243 305279295 202127676 202127676 202127676 202127677 203452390 304533571 304533571 304532571 30453269 3045330510 20706826 304777891 21386777 3044347877 21740625 202060844 304152041 21441982 300281823 202060844 304152041 21441982 300281823 202060844 304152041 21441982 300281823 222428286 222428286 222428286 222428286 222428286 222445286 22245286 2245286 22245286 2245286 2245286 22245286 22245286 2245286 22245286 225	1,500.00 1,150.00 1,110.00 1,1	2019/04/17 2019/04/17	Ready For Processing Ready For Processing



Recalled Cardholder Approved Records

This report displays payments that have been recalled successfully and not applied to the cardholders (recipients) accounts. Status includes Recall Approved and Cancelled Payment. The following users can generate this report:

- 1. Request Recall User
- 2. Approve Recall Request User

*Note: Once the report is downloaded, either format (CSV or PDF) will display online or can be saved by the user.

1. The user selects the < Recalled Cardholder Approved Records> function from the RBC Right Pay PMA Main Menu. The Recalled Cardholder Approved Records screen appears and the user enters the required information:

RBC F	Royal Bank®			Francais Log Out. Help 2019/04/03			
RBC Right I	Pay Prepaid Manageme	USERNAME:approve_recall@tor.on.ca					
Recalled Cardholder Approved Records							
	> > >	Report Format: Start Date: End Date: Payment Type:	Select one CSV PDF Select one Daily Payment Monthly Payment				
Cancel				Download			





- 2. The Recalled Cardholder Approved Records report includes the following information:
 - Cross Reference ID
 - Customer Name
 - Member ID
 - Amount to be processed
 - Payment Due Date
 - Action
 - Amount Recalled
 - Recall Date
 - Total Number of Cardholder Recall Requests Approved
 - Total Amount Recalled
- 3. This information is displayed on the screen as follows:

CSV Format selected:

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Download CSV	p g analan ann ng galan g ar len r nn nn naam g ann naam g ann nn proger ar g ang rap naan nn a ar g r ann a ang ann an raam g ann an proger ar g ang an an ang an an ang ang an ang ang							
Cross Reference ID	Customer Name	Member ID	Amount - to be processed	Payment due date	Action	Amount Recalled Recall Date		
695501011744	DUNCAN BUNCAN PATRICE AND MUPCA T	210314761	830.00	2019/02/19	Recall Approved	830.00 2019/03/19		
Showing 1 to 1 of 1 entries						First Previous 1 Next Last		
						Heb m		

PDF Format selected:

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Download as PDF								
Cross Reference ID	Customer Name	Member ID	Amount - to be processed	Payment due date	Action	Amount Recalled	Recall Date	
695501011744	DUNCAN BUNCAN PATRICE AND MUPCA T	210314761	830.00	2019/02/19	Recall Approved	\$30.00	2019/03/19	
Showing 1 to 1 of 1 entries						First Previous	1 Next Last Return	

4. If CSV format is selected, the information is displayed as follows:

Royal Bank of Canada							
Recalled Cardholder Records -	Approved						
Period: 2019/02/20 - 2019/03/2	27						
Report generated on: 2019/04/0	03						
Cross Reference ID	Customer Name	Member ID	Amount - to be processed	Payment due date	Action	Amount Recalled	Recall Date
695501011744	DUNCAN BUNCAN	210314761	830	2019/02/19	Recall Approved	830	2019/03/19
Total Number of Cardholder Re	call Requests Appr	roved:1					
Total Amount Recalled:830.00							



5. If PDF format is selected, the information is displayed as follows:





In Flight Cardholder Records

This report displays payments that have been sent to the processor but have not yet been applied to the cardholders (recipients) accounts. The following users can generate this report:

- 1. Request Recall User
- 2. Approve Recall Request User

*Note: Once the report is downloaded, either format (CSV or PDF) will display online or can be saved by the user.

- 1. The user selects the < In Flight Cardholder Records> function from the RBC Right Pay PMA Main Menu.
- 2. The In Flight Cardholder Records screen appears and the user enters the required information:

RBC Royal Bank®		Francais Log Out. Help 2019/04/03
RBC Right Pay Prepaid Manag	gement Application	USERNAME : approve_recall@tor.on.ca
	In Flight Cardholder Records	s
	 Report Format: Select one CSV PDF Start Date: End Date: Payment Type: Select one Daily Payment Monthly Payment 	; ; ; ; ; ; ; ; ; ; ; ; ; ; ; ; ;
Cancel		Download Balance 105

- 3. The In Flight Cardholder Records report includes the following information:
 - Cross Reference ID
 - Customer Name
 - Member ID
 - Amount to be processed
 - Payment Due Date
 - Action
 - Total Number of Cardholder Records being processed
 - Total Amount



4. This information is displayed on the screen as follows:

CSV Format selected:

Download CSV					Search:
Cross Reference ID	Customer Name	Member ID	Amount - to be processed	Payment due date	Action
		No data avail	able in table		
10wing 0 to 0 of 0 entries					Previous
					Ne
DF Format se	elected:			Search: [
Cross Reference ID	Customer Name	Member ID	Amount - to be processed	Payment due date	Action
		No data avail	able in table		
Cross Reference ID	Customer Name	Member ID	Amount - to be processed	Payment due date	Action

5. If CSV format is selected, the information is displayed as follows:

da					
Records					
2019/03/27					
19/04/03					
Customer Name	Member ID	Amount - to be processed	Payment due date	Action	
dholder Records being p	rocessed:0				
	da Records - 2019/03/27 19/04/03 Customer Name dholder Records being p	da Records 2019/03/27 19/04/03 Customer Name Member ID dholder Records being processed:0	da Records 2019/03/27 19/04/03 Customer Name Member ID Amount - to be processed dholder Records being processed:0	da Records 2019/03/27 19/04/03 Customer Name Member ID Amount - to be processed Payment due date Amount - to be processed	da Records

6. If PDF format is selected, the information is displayed as follows:

Royal Bank of Canada In Flight Cardholder Records							
Period: 2019/04/03 - 2019/04/03			Report generated on: 2019/04/03				
Cross Reference ID Customer Name	Member ID	Amount - to be processed Payment due of	date Action				
ruen www.m of Latinoider records being processed. 0							

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Return



Processed Cardholder Records

This report displays payments (successful and rejected) that have been sent to the processor. The following users can generate this report:

- 1. Request Recall User
- 2. Approve Recall Request User

*Note: Once the report is downloaded, either format (CSV or PDF) will display online or can be saved by the user.

- 1. The user selects the < Processed Cardholder Records> function from the RBC Right Pay PMA Main Menu.
- 2. The Processed Cardholder Records screen appears and the user enters the required information:

KDC Right Pay Prepaid Manage	Processed Card	holder Records
	 Report Format: 	Select one CSV PDF
	Start Date:	
	• End Date:	
	Payment Type:	Select one Daily Payment Monthly Payment
Cancel		Download
he Processed Cardholder Reco • Cross Reference ID	rds report inc	Release: 1.0.4 Judes the following information:

- Amount to be processed
- Payment Due Date
- Action

3.

- Date Processed
- Total number of Cardholder Records Processed
- Total Amount



4. This information is displayed on the screen as follows:

CSV Format selected:

Downlead CSV						Search:
Cross Reference ID	Customer Name	Member ID	Amount - to be processed	Payment due date	Action	Date Processed
695911000125		307086812	1,500.00	2019/04/01	Rejected	2019/04/03
695911000:26	SADER KATHRYN	304971095	1,110.00	2019/04/01	Rejected	2019/04/03
693911000:27		207651308	1,110.00	2019/04/01	Rejected	2019/04/03
695911000128	COLE LISA M	201201100	1,150.00	2019/04/01	Rejected	2019/04/03
695911000129	WEYMARK MATTHEW T	219108370	1,004.82	2019/04/01	Rejected	2019/04/03
695911000:30	MARTIN AL YSIIA J	219510062	1,500.00	2019/04/01	Rejected	2019/04/03
695911000:31	WILLIAMSON JULIA L	208005405	1,287.32	2019/04/01	Rejected	2019/04/03
695911000132		201195963	1,110.00	2019/04/01	Rejected	2019/04/03
695911000:33		215763053	1,098.22	2019/04/01	Rejected	2019/04/03
695911000134		204230510	1,628.00	2019/04/01	Rejected	2019/04/03

PDF Format selected:

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Downlead as PD?						Search:	
Cross Reference ID	Customer Name	Member ID	Amount - to be processed	Payment due date	Action	Date Processed	
695911000:25		307085812	1,500.00	2019/04/01	Rejected	2019/04/03	
695911000126	SADER KATHRYN	304971095	1,110.00	2019/04/01	Rejected	2019/04/03	
693911000127		207631308	1,110.00	2019/04/01	Rejected	2019/04/03	
695911000128	COLE LISA M	201201100	1,150.00	2019/04/01	Rejected	2019/04/03	
695911000129	WEYMARK MATTHEW T	219103370	1,004.82	2019/04/01	Rejected	2019/04/03	
695911000130	MARTIN ALYSIIA J	219510062	1,500.00	2019/04/01	Rejected	2019/04/03	
695911000131	WILLIAMSON JULIA L	208005405	1,287.32	2019/04/01	Rejected	2019/04/03	
695911000132		201195963	1,110.00	2019/04/01	Rejected	2019/04/03	
695911000:33		215763053	1,098.22	2019/04/01	Rejected	2019/04/03	
695911000134		204230510	1,628.00	2019/04/01	Rejected	2019/04/03	
Showing 1 to 10 of 20 entries					First Previous	1 2. Nex	t Last

5. If CSV format is selected, the information is displayed as follows:

Royal Bank of Canada						
Processed Cardholder Rec	ords					
Period: 2019/04/03 - 2019/	04/03					
Generated Date: 2019/04/0)3					
Cross Reference ID	Customer Name	Member ID	Amount - to be	Payment due date	Action	Date Processed
695911000125		307086812	1,500.00	2019/04/01	Rejected	2019/04/03
695911000126	SADER KATHRYN	304971095	1,110.00	2019/04/01	Rejected	2019/04/03
695911000127		207651308	1,110.00	2019/04/01	Rejected	2019/04/03
695911000128	COLE LISA M	201201100	1,150.00	2019/04/01	Rejected	2019/04/03
695911000129	WEYMARK MATTHEW T	219108370	1,004.82	2019/04/01	Rejected	2019/04/03
695911000130	MARTIN ALYSHA J	219510062	1,500.00	2019/04/01	Rejected	2019/04/03
695911000131	WILLIAMSON JULIA L	208005405	1,287.32	2019/04/01	Rejected	2019/04/03
695911000132		201195963	1,110.00	2019/04/01	Rejected	2019/04/03
695911000133		215763053	1,098.22	2019/04/01	Rejected	2019/04/03
695911000134		204230510	1,628.00	2019/04/01	Rejected	2019/04/03
695911000135		208905026	1,125.00	2019/04/01	Rejected	2019/04/03
695911000136		218771590	1,110.00	2019/04/01	Rejected	2019/04/03
695911000137		110744018	1,345.00	2019/04/01	Rejected	2019/04/03
695911000138		224324657	1,110.00	2019/04/01	Rejected	2019/04/03
695911000139		204257794	1,110.00	2019/04/01	Rejected	2019/04/03
695911000140		212983951	1,005.23	2019/04/01	Rejected	2019/04/03
695911000141	STEWART ROAN A	112250758	1,500.00	2019/04/01	Rejected	2019/04/03
695911000142		221169139	1,372.00	2019/04/01	Rejected	2019/04/03
695911000143	O'SULLIVAN STEPHEN E	218453595	1,235.00	2019/04/01	Rejected	2019/04/03
695911000144		202078085	1,110.00	2019/04/01	Rejected	2019/04/03
Total number of Cardholde	Records Processed:20					
Total Amount 24520 59						



If PDF format is selected, the information is displayed as follows:

			Amount - to be processed	Fayment due date	Action	Date Processe
5911000125		307086812	1,500.00	2019/04/01	Rejected	2019/04/03
5911000126	SADER KATHRYN	304971095	1,110.00	2019/04/01	Rejected	2019/04/03
5911000127		207651308	1,110.00	2019/04/01	Rejected	2019/04/03
5911000128	COLE LISA M	201201100	1,150.00	2019/04/01	Rejected	2019/04/03
5911000129	WEYMARK MATTHEW T	219108370	1,004.82	2019/04/01	Rejected	2019/04/03
5911000130	MARTIN ALYSHA J	219510062	1,500.00	2019/04/01	Rejected	2019/04/03
5911000131	WILLIAMSON JULIA L	208005405	1,287.32	2019/04/01	Rejected	2019/04/03
5911000132		201195963	1,110.00	2019/04/01	Rejected	2019/04/03
5911000133		215763053	1,098.22	2019/04/01	Rejected	2019/04/03
5911000134		204230510	1,628.00	2019/04/01	Rejected	2019/04/03
5911000135		208905026	1,125.00	2019/04/01	Rejected	2019/04/03
5911000136		218771590	1,110.00	2019/04/01	Rejected	2019/04/03
5911000137		110744018	1,345.00	2019/04/01	Rejected	2019/04/03
5911000138		224324657	1,110.00	2019/04/01	Rejected	2019/04/03
5911000139		204257794	1,110.00	2019/04/01	Rejected	2019/04/03
5911000140		212983951	1,005.23	2019/04/01	Rejected	2019/04/03
5911000141	STEWART ROAN A	112250758	1,500.00	2019/04/01	Rejected	2019/04/03
5911000142		221169139	1,372.00	2019/04/01	Rejected	2019/04/03
5911000143	O'SULLIVAN STEPHEN E	218453595	1,235.00	2019/04/01	Rejected	2019/04/03
5911000144		202078085	1,110.00	2019/04/01	Rejected	2019/04/03
5911000139 5911000140 5911000141 5911000142 5911000143 5911000144 tal number of Cardh tal Amount: 24,520.	STEWART ROAN A O'SULLIVAN STEPHEN E older Records Processed: 20	212989951 212989951 112250758 221169139 218453595 202078085	1,110.00 1,005.23 1,500.00 1,372.00 1,225.00 1,110.00	2019/04/01 2019/04/01 2019/04/01 2019/04/01 2019/04/01 2019/04/01	Rejected Rejected Rejected Rejected Rejected Rejected	2019/0 2019/0 2019/0 2019/0 2019/0 2019/0

1 of 1

User Activity

This report records all user activity associated to Recall Payment Requests and Approve or Rejected Recall requests. The following users can generate this report:

- 1. Request Recall User
- 2. Approve Recall Request User

*Note: Once the report is downloaded, either format (CSV or PDF) will display online or can be saved by the user.

- 1. The user selects the < User Activity> function from the RBC Right Pay PMA Main Menu.
- 2. The User Activity screen appears and the user enters the required information:

RBC Royal Bank* RBC Right Pay Prepaid Manageme	ent Applicat	tion	Francais Log Out Help 2019/04/04 USERNAME:approve_recall@tor.on.ca
	User A	ctivity	
, , ,	Report Format: Start Date: End Date: Payment Type:	Select one CSV PDF Select one Daily Payment Monthly Payment	
Cancel			Download





- 3. The User Activity report includes the following information:
 - Cross Reference ID
 - Customer Name
 - Member ID
 - Payment Due Date
 - Amount Recalled
 - Recall Date
 - Recall Time
 - Recall Status
 - Username
 - Total Number of Records

4. This information is displayed on the screen as follows:

CSV Format selected:

Downlead CSV								Search:
Cross Reference ID	Customer Name	Member ID	Payment Due Date	Amount Recalled	Recall Date	Recall Time	Recall Status	Username
695501011744	DUNCAN BUNCAN PATRICE AND MUPCA T	210314761	2019/02/19	\$30.00	2019/02/19	13:25:54	Recall Approved	rbc_suppoperator2@rbc.com
695501011744	DUNCAN BUNCAN PATRICE AND MUPCA T	210314761	2019/02/19	\$30.00	2019/02/19	13:22:08	Recall Requested	rbc_suppoperator2@rbc.com
693501011746	MOURANT KIMBERLEY A	101168391	2019/02/19	84.00	2019/02/19	13:25:49	Recall Approved	rbc_suppoperator2@rbc.com
695501011746	MOURANT KIMBERLEY A	101168391	2019/02/19	84.00	2019/02/19	13:20:53	Recall Requested	rbc_suppoperator2@rbc.com
Showing 1 to 4 of 4 entries								Previous 1 Next

PDF Format selected:

Download as PDF								Search:
Cross Reference ID	Customer Name	Member ID	Payment Due Date	Amount Recalled	Recall Date	Recall Time	Recall Status	Username
695501011744	DUNCAN BUNCAN PATRICE AND MUPCA T	210314761	2019/02/19	\$30.00	2019/02/19	13:25:54	Recall Approved	rbc_suppoperator2@rbc.com
695501011744	DUNCAN BUNCAN PATRICE AND MUPCA T	210314761	2019/02/19	\$30.00	2019/02/19	13:22:08	Recall Requested	rbc_suppoperator2@rbc.com
693501011746	MOURANT KIMBERLEY A	101168391	2019/02/19	84.00	2019/02/19	13:25:49	Recall Approved	rbc_suppoperator2@rbc.com
695501011746	MOURANT KIMBERLEY A	101168391	2019/02/19	84.00	2019/02/19	13:20:53	Recall Requested	rbc_suppoperator2@rbc.com
Showing 1 to 4 of 4 entries							First	Previous 1 Next Last

5. If CSV format is selected, the information is displayed as follows:

Royal Bank of Canada										
Unprocessed Cardholder Records										
Period: 2019/01/02 - 2019	/04/02									
Generated Date: 2019/04/	03									
Cross Reference ID	Customer Name	Member ID	Payment Due Date	Amount Recalled	Recall Date	Recall Time	Recall Status	Username		
695501011744	DUNCAN BUNCAN PATRICE AND MUPCA T	210314761	2019/02/19	830	2019/02/19	13:25:54	Recall Approved	rbc suppo	perator2@rbc	.com
695501011744	DUNCAN BUNCAN PATRICE AND MUPCA T	210314761	2019/02/19	830	2019/02/19	13:22:08	Recall Requested	rbc_suppo	perator2@rbc	.com
695501011746	MOURANT KIMBERLEY A	101168391	2019/02/19	84	2019/02/19	13:25:49	Recall Approved	rbc_suppo	perator2@rbc	.com
695501011746	MOURANT KIMBERLEY A	101168391	2019/02/19	84	2019/02/19	13:20:53	Recall Requested	rbc suppo	perator2@rbc	.com
Total Number of Records:	4									

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Return



If PDF format is selected, the information is displayed as follows:

Report generated on: 2019/C								
Cross Reference ID	Customer Name	Member ID	Payment Due Date	Amount Recalled	Recall Date	Recall Time	Recall Status	Usemame
595501011744	DUNCAN BUNCAN PATRICE AND MUPCA T	210314761	2019/02/19	830.00	2019/02/19	13:25:54	Recall Approved	rbc_suppoperator2@rbc.com
/95501011744	DUNCAN BUNCAN PATRICE AND MUPCA T	210314761	2019/02/19	830.00	2019/02/19	13:22:08	Recall Requested	rbc_suppoperator2@rbc.com
95501011746	MOURANT KIMBERLEY A	101168391	2019/02/19	84.00	2019/02/19	13:25:49	Recall Approved	rbc_suppoperator2@rbc.com
/95501011746	MOURANT KIMBERLEY A	101168341	2019/02/19	84.00	2019/02/19	13:20:53	Recall Requested	rbc_suppoperator2@rbc.com

Payment Summary Report

This report displays all activity totals for a payment file; Total of Transactions Received, Rejected, In Flight, Future Dated and Accepted in both CSV and PDF formats. The following users can generate this report:

- 1. Request Recall User
- 2. Approve Recall Request User

This report is only available for ODSP and RBC users:

For ODSP users, all Monthly batch files and historical Daily and Monthly batch files pre-March 2019 release are available.

For RBC users, all ODSP Monthly batch files and all OW and ODSP historical Daily and Monthly batch files pre-March 2019 release are available.

*Note: Once the report is downloaded, either format (CSV or PDF) will display online or can be saved by the user.

- 1. The user selects the < Payment Summary Report> function from the RBC Right Pay PMA Main Menu.
- 2. The Payment Summary Report screen appears and the user enters the required information:



So and purchase in			
RBC Royal Bank*			Francais Log Out Help
RBG ®			2019/04/04
RBC Right Pay Prepaid Managem	nent Applica	tion	USERNAME:gov_admin@tor.ca
	Payment Sum	nmary Report	
, Cancel	Report Format: Card Order File:	Select one CSV PDF ONRM18121901 ONRM19012101 ONRM19012101 ONRM19031801 ONRM19032601 ONRM19040401	Download
			Release: 1.0.

- 3. The Payment Summary Report includes the following information:
 - Non-Processed Payments (Reject Records)
 - Cross Reference ID
 - o Customer Name
 - o Member ID
 - o Amount to be Processed
 - Payment Due Date
 - Totals
 - o Transactions Received
 - o Transactions Rejected
 - o Transactions Recalled
 - o Transactions Accepted
 - o Transactions Future Dated
 - o Transactions In Flight
- 4. This information is displayed on the screen as follows:

If CSV is selected:

File Edit View Favorites Tools Help 姆 🖗 Canadian Banking Operati 🖗 CB News - Win with Trade 🖉 CB News - Win with Trade 🧃 Citrix XenApp - Logged Off 💪 Google 🎆 group Requirements CoE 🗿 HP Quality Center 10 (2) 👰 HP Quality Center 10 (3)									
Download CSV					Search:				
Cross Reference ID	Customer Name	Member ID	Amount - to be processed	Payment due date	Reject Reason				
ONRM19040401	LAURIE L KENNEDY	106636756	1,169.00	2019/03/29	Cardholder ID, Error 10 - Value not found in database				
ONRM19040401	CYNTHIA WITH THE LON L GOUDREAULT BADEAUX M	101186906	1,662.50	2019/03/29	Cardholder ID, Error 10 - Value not found in database				
ONRM19040401	PAULA A BAKER	101075984	1,214.00	2019/03/29	Cardholder ID, Error 10 - Value not found in database				
ONRM19040401	KH TEST L KH ONE	115627218	930.00	2019/03/29	Cardholder ID, Error 10 - Value not found in database				
Showing 1 to 4 of 4 entries									



If PDF is selected

File Edit View Fevorites Tools Help 🏇 🗊 Canadian Banking Operati 🔊 CB News - Win with Trade 🖗 CB News - Win with Trade 🖗 C Charles I Conter 10 (2) 🖉 I P Quality Center 10 (2) 🖉 I P Quality Center 10 (2)									
Download as PDF					Search:				
Cross Reference ID	Customer Name	Member ID	Amount - to be processed	Payment due date	Reject Reason				
ONRM19040401	LAURIE L KENNEDY	106636756	1,169.00	2019/03/29	Cardholder ID, Error 10 - Value nct found in database				
ONRM19040401	CYNTHIA WITH THE LON L GOUDREAULT BADEAUX M	101186906	1,662.50	2019/03/29	Cardholder ID, Error 10 - Value nct found in database				
ONRM19040401	PAULA A BAKER	101073984	1,214.00	2019/03/29	Cardholder ID, Error 10 - Value nct found in database				
ONRM19040401	KH TEST L KH ONE	115627218	930.00	2019/03/29	Cardholder ID, Error 10 - Value nct found in database				
Showing 1 to 4 of 4 entries					First Previous 1 Next Last				

5. If CSV format is selected, the information is displayed as follows:

Royal Bank of Canada									
Payment Summary Report									
Reload File: ONRM19040401									
Generated Date: 2019/04/04									
Non-processed Payments									
Cross Reference ID	Customer Name	Member ID	Amount - to be processed	Payment due dat	Reject Rea	ason			
ONRM19040401	LAURIE L KENNEDY	106636756	1,169.00	2019/03/29	Cardholde	ID, Error 1	0 - Value n	ot found in	database
ONRM19040401	CYNTHIA WITH THE LON L GOUDREAULT BADEAUX M	101186906	1,662.50	2019/03/29	Cardholde	ID, Error 1	0 - Value n	ot found in	database
ONRM19040401	PAULA A BAKER	101075984	1,214.00	2019/03/29	Cardholde	ID, Error 1	0 - Value n	ot found in	database
ONRM19040401	KH TEST L KH ONE	115627218	930	2019/03/29	Cardholde	ID, Error 1	0 - Value n	ot found in	database
End of non-processed Payments									
Totals	Number	Amount							
TRANSACTIONS RECEIVED	9	11404.4							
TRANSACTIONS REJECTED	4	4975.5							
TRANSACTIONS RECALLED	0	0							
TRANSACTIONS ACCEPTED	5	6428.9							
TRANSACTIONS FUTURE DATED	0	0							
TRANSACTIONS IN FLIGHT	0	0							

6. If PDF format is selected, the information is displayed as follows:

	Payment Summary Report						
Reload File: ONRM19	eload File: ONRM19040401						
							Report generated on: 2019/04/04
Non-processed paym	ents						
Cross Reference ID	Customer I	Name		Member ID Amou	unt - to be processed	Payment due date	Reject Reason
ONRM19040401	LAURIE L K	ENNEDY		106636756	1,169.00	2019/03/29	Cardholder ID, Error 10 - Value not found in database
ONRM19040401	CYNTHIA V M	WITH THE LO	ON L GOUDREAULT BADEA	UX 101186906	1,662.50	2019/03/29	Cardholder ID, Error 10 - Value not found in database
ONRM19040401	PAULA A B	AKER		101075984	1,214.00	2019/03/29	Cardholder ID, Error 10 - Value not found in database
ONRM19040401	KH TEST L	KH ONE		115627218	930.00	2019/03/29	Cardholder ID, Error 10 - Value not found in database
End of non-processe	d payments						
Totals		Number	Amount				
TRANSACTIONS RE	CEIVED	9	11,404.40				
TRANSACTIONS RE	JECTED	4	4,975.50				
TRANSACTIONS RE	CALLED	0	0.00				
TRANSACTIONS AG	CEPTED	5	6,428.90				
TRANSACTIONS FU	TURE DATED	0	0.00				
TRANSACTIONS IN	FLIGHT	0	0.00				
1 of 1							



This report displays the following activity totals for Real-Time payments processed: 'Total of Transactions Received, Accepted and Rejected' in CSV format only. The following users can generate this report:

- 1. Request Recall User
- 2. Approve Recall Request User

*Note: Once the report is downloaded, the report will display online or can be saved by the user.

- 3. The user selects the < Real-Time Payment Summary Report> function from the RBC Right Pay PMA Main Menu.
- 4. The Real-Time Payment Summary Report screen is presented and displays all available reports to print, which includes reporting up to 10 calendar days including the current business day.
- 5. The user selects the applicable hyperlink to request a download of the report.

RBC		<u>rrancais</u> <u>Log Out Help</u> 2019/04/04
RBC Right Pay Prepaid	Management Application	USERNAME:approve_recall@tor.on.ca
	Real-Time Payment Summary Report	
	Report Format: CSV	~
	Available Reports:	
	Real-Time Payment Summary Report Real-Time Payment Summary Report	t-2019-04-04 t-2019-04-03 t-2019-04-02 t-2019-03-31 t-2019-03-30 t-2019-03-29 t-2019-03-28 t-2019-03-27 t-2019-03-26
	Cancel	
		Release: 1.0.6



6. The Real-Time Payment information is displayed on the screen as follows:

Download CSV					Search:
Cross Reference ID	Customer Name	Member ID	Amount	Payment Date	Status
695661011927	STEVEN Don Baron MUYSSON	223345414	75.00	2019/04/02	Processed Successfully
695661011928	Betalhem Tedla	207588096	36.00	2019/04/02	Processed Successfully
695661011931	Jacqueline Celerian	102456647	97.00	2019/04/02	Processed Successfully
695661011932	JACOB CAMUS	223294364	88.00	2019/04/02	Processed Successfully
695661011935	Steven Michaud	108713710	156.00	2019/04/02	Processed Successfully
695661011938	KATELYNN L VOJTESEK	204100010	51.00	2019/04/02	Rejected
695661011940	Bing Liu	114591746	38.00	2019/04/02	Processed Successfully
Showing 1 to 7 of 7 entries					Previous 1 Next

7. Once the user presses <Download CSV>, the Real-Time Payment Summary report displays in CSV format only:

Royal Bank of Canada							
Real Time Payment Summary R	leport						
Generated Date: 2019/04/05							
Cross Reference ID	Customer Name	Member ID	Amount	Payment Date	Status		
695661011927	STEVEN Don Baron MUYSSON	223345414	75	2019/04/02	Processed	Successfu	lly
695661011928	Betalhem Tedla	207588096	36	2019/04/02	Processed	Successfu	lly
695661011931	Jacqueline Celerian	102456647	97	2019/04/02	Processed	Successfu	lly
695661011932	JACOB CAMUS	223294364	88	2019/04/02	Processed	Successfu	lly
695661011935	Steven Michaud	108713710	156	2019/04/02	Processed	Successfu	lly
695661011938	KATELYNN L VOJTESEK	204100010	51	2019/04/02	Rejected		
695661011940	Bing Liu	114591746	38	2019/04/02	Processed	Successfu	lly
Totals	Number	Amount					
TRANSACTIONS RECEIVED	7	541					
TRANSACTIONS REJECTED	1	51					
TRANSACTIONS ACCEPTED	6	490					

- 8. The Real-Time Payment Summary Report includes the following details:
 - Cross Reference ID
 - Customer Name
 - o Member ID
 - \circ Amount
 - Payment Due Date
 - \circ Status
 - Totals
 - o Transactions Received
 - o Transactions Rejected
 - o Transactions Accepted