



# **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.

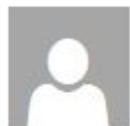
## 2. Login

### 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



unn0sender@app.sterbc.com

Tue 4/18/2017 1:21 PM

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

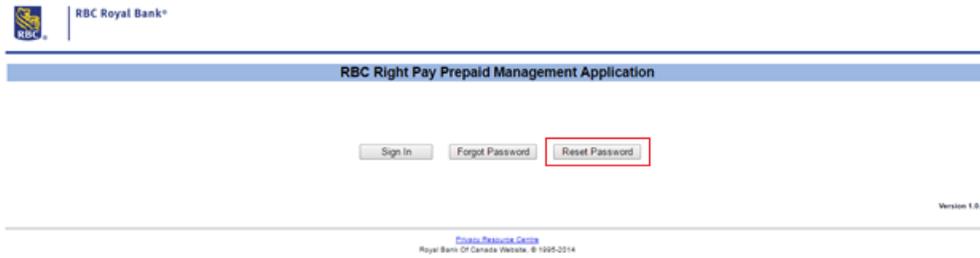
Action Items

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

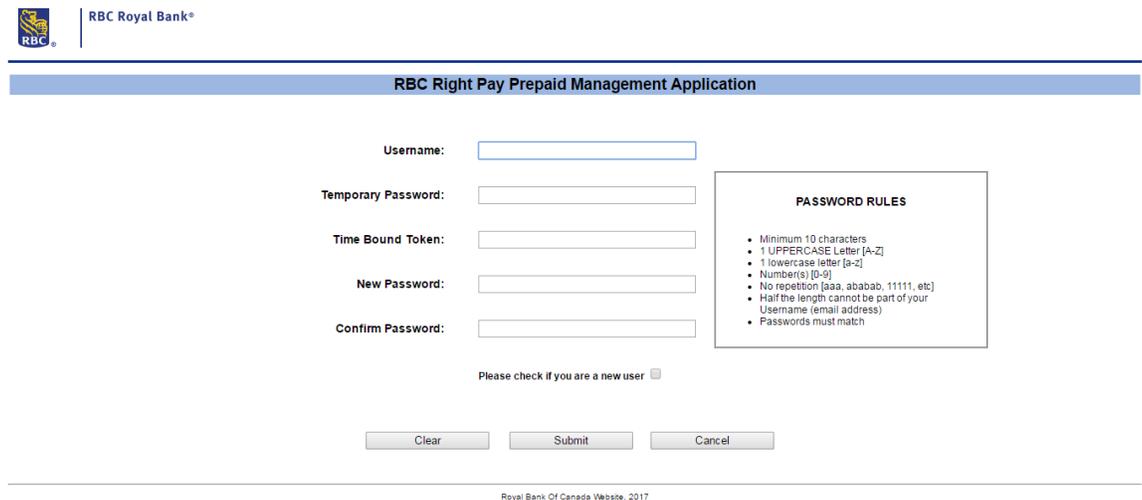
Login URL is <https://cityproject.dev.com>

Time bound token is UuL9g5Cg9TIUzorGQdM2z1aiQNA=

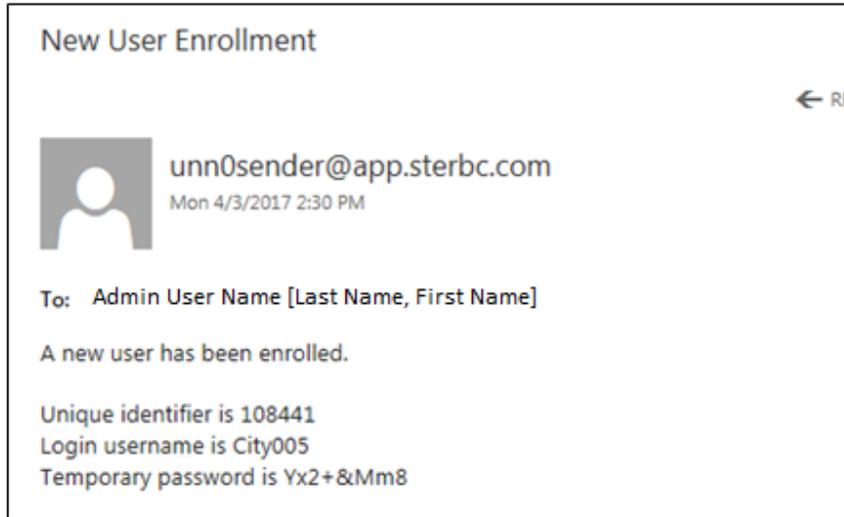
2. The user logs in via the link provided in the email and selects <Reset Password> function in order to set their permanent password:



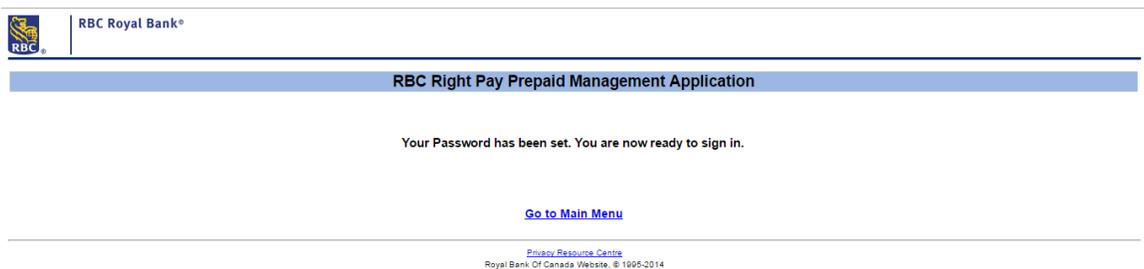
3. The user is directed to the 'Reset Password' screen.



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:



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:



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

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.

### Password change Notification

← REPLY   ←← REPLY ALL   →



unn0sender@app.sterbc.com

Mon 4/10/2017 11:36 AM

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

Action Items



Please use the following information to set your password.

Reset password URL is <https://cityproject.dev.com/secureapp/5M00/forgotPassword>

Your temporary password is P-i5t8!F

Time bound token is OV1n6RZDstOqIEGDCDR+wFVA6o4=

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**

- Request Recall
- Payments Inquiry
- Card Order File Inquiry
- Account Inquiry

#### **Report Management**

- Unprocessed Cardholder Records
- Recalled Cardholder Approved Records
- In Flight Cardholder Records
- Processed Cardholder Records
- User Activity
- Payment Summary Report\*\*
- Real-Time Payment Summary Report



- 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.



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



RBC Royal Bank® Français | Log Out | Help  
2018/06/25

RBC Right Pay Prepaid Management Application USERNAME: recall\_req\_operator@rbc.com

### Request Recall

▶ Recall a Payment

- ▶ [Search for Payment](#)
- ▶ [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).

| Item | Cross Reference ID | Full Name          | Payment Due Date | Status               | Payment Type  | Amount  |
|------|--------------------|--------------------|------------------|----------------------|---------------|---------|
| 21   | 675380000184       |                    | 2017/04/19       | Ready for Processing | Daily Payment | 169.03  |
| 22   | 675380000193       |                    | 2017/04/19       | Ready for Processing | Daily Payment | 1512.00 |
| 23   | 675380000179       |                    | 2017/04/19       | Ready for Processing | Daily Payment | 2.50    |
| 24   | 675380000206       |                    | 2017/04/19       | Ready for Processing | Daily Payment | 100.00  |
| 25   | 675380000196       |                    | 2017/04/20       | Ready for Processing | Daily Payment | 52.08   |
| 26   | 675380000197       | KH HOL KH-SUPPOSED | 2017/04/20       | Ready for Processing | Daily Payment | 191.00  |
| 27   | 675380000210       | TAMAS VARKONYI     | 2017/04/20       | Ready for Processing | Daily Payment | 70.00   |
| 28   | 675380000205       |                    | 2017/04/20       | Ready for Processing | Daily Payment | 2165.00 |
| 29   | 675380000187       | TRACY M DESJARDINS | 2017/04/20       | Ready for Processing | Daily Payment | 70.00   |
| 30   | 675213000001       | TROY ZAN           | 2017/07/31       | Ready for Processing | Daily Payment | 10.00   |
| 31   | 675213000002       | RUSS LEE           | 2017/07/31       | Ready for Processing | Daily Payment | 10.00   |
| 32   | 675213000003       | JEFF CARSON        | 2017/07/31       | Ready for Processing | Daily Payment | 10.00   |
| 33   | 675213000004       | KENNI BRODI        | 2017/07/31       | Ready for Processing | Daily Payment | 10.00   |
| 34   | 675213000005       | MELL STAN          | 2017/07/31       | Ready for Processing | Daily Payment | 10.00   |
| 35   | 675213000006       | MAT TOWN           | 2017/07/31       | Ready for Processing | Daily Payment | 10.00   |
| 36   | 675213000007       | BOB TRAC           | 2017/07/31       | Ready for Processing | Daily Payment | 10.00   |
| 37   | 675213000008       | GRANTA GEORGE      | 2017/07/31       | Ready for Processing | Daily Payment | 10.00   |
| 38   | 675213000009       | KENRI JANCZ        | 2017/07/31       | Ready for Processing | Daily Payment | 10.00   |
| 39   | 675213000010       | PLIZA WALIZ        | 2017/07/31       | Ready for Processing | Daily Payment | 10.00   |

(2 of 2) Total 39

Selected 1 **Payment Detail** **Apply Status Change**

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

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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.

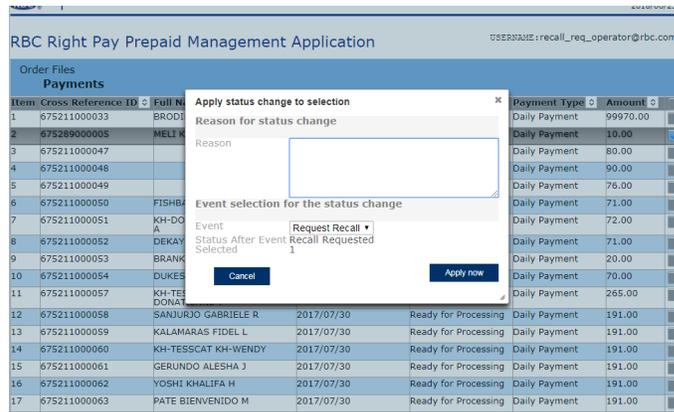
3. Once the Last Name and First Name are entered, the tool displays the Payments screen and only the payment/s matching the name entered is displayed.

| Item | Cross Reference ID | Full Name      | Payment Due Date | Status               | Payment Type  | Amount |
|------|--------------------|----------------|------------------|----------------------|---------------|--------|
| 1    | 675211000054       | DUKES DORTHA C | 2017/07/17       | Ready for Processing | Daily Payment | 70.00  |

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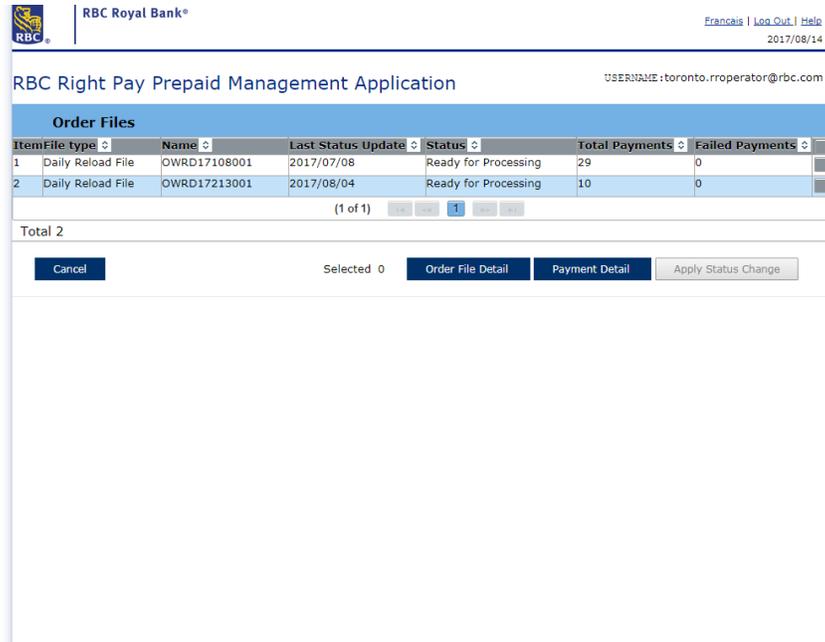
4. The user then selects the payment and presses the <Payment Detail> button to view payment specific details via the ‘Payment Detail’ screen or presses the <Apply Status Change> button to recall the payment.



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)

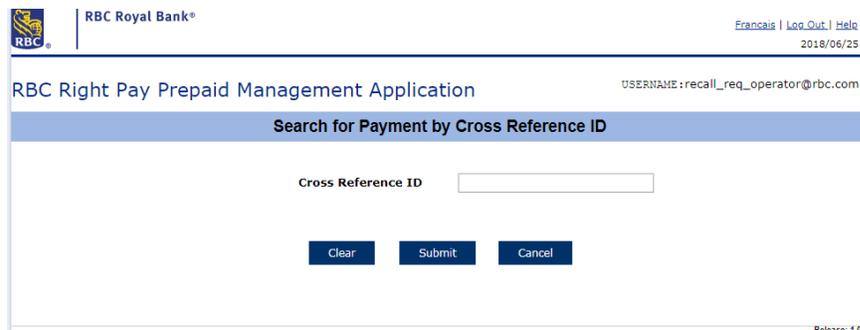
1. The user can search for a file by selecting the <Search for Payment Card Order File> link.
2. The Order Files screen displays card order files in either Ready for Processing or Partially Processed status.



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.

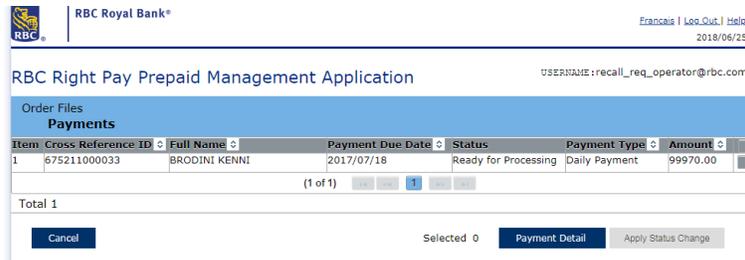


3. The user enters the ‘Cross Reference ID’ of the payment they would like to recall.

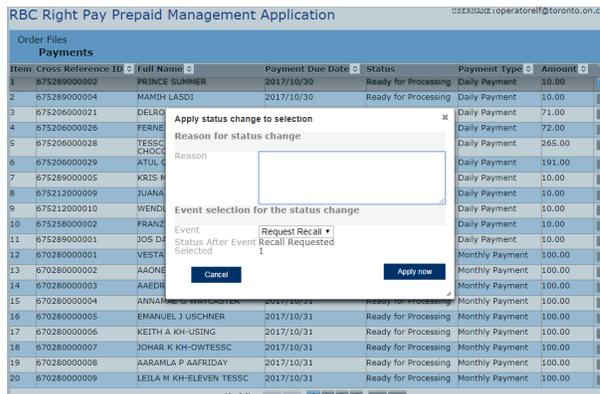
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- The tool presents the Payments screen displaying only the corresponding payment matching the Cross Reference ID entered.



- 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.
- The tool presents the 'Apply Status Change to Selection' screen allowing the user the recall the payment.



- The user selects 'Request Recall' and presses the <Apply now> button.
- 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

Approve Recall Requested  
 Recall Entire File\*  
 Payments Inquiry  
 Card Order File Inquiry  
 Account Inquiry

#### Report Management

Unprocessed Cardholder Records  
 Recalled Cardholder Approved Records  
 In Flight Cardholder Records  
 Processed Cardholder Records  
 User Activity  
 Payment Summary Report\*\*  
 Real-Time Payment Summary Report



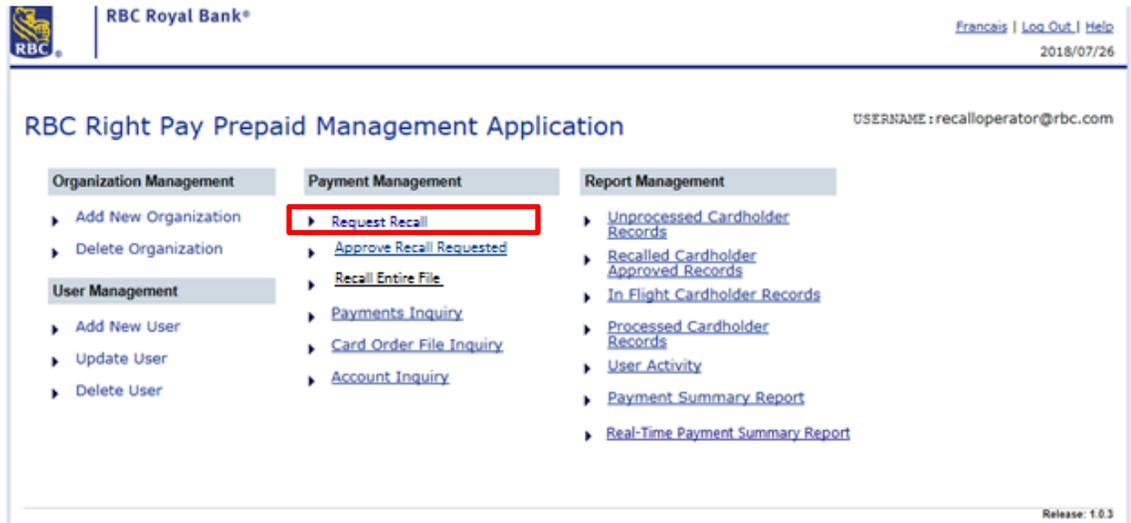
- All users regardless of their assigned Authority will receive Inquiry capability.
- \*Available for ODSP monthly file only
- \*\*The Payment Summary Report function is available for batch file requests only.

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

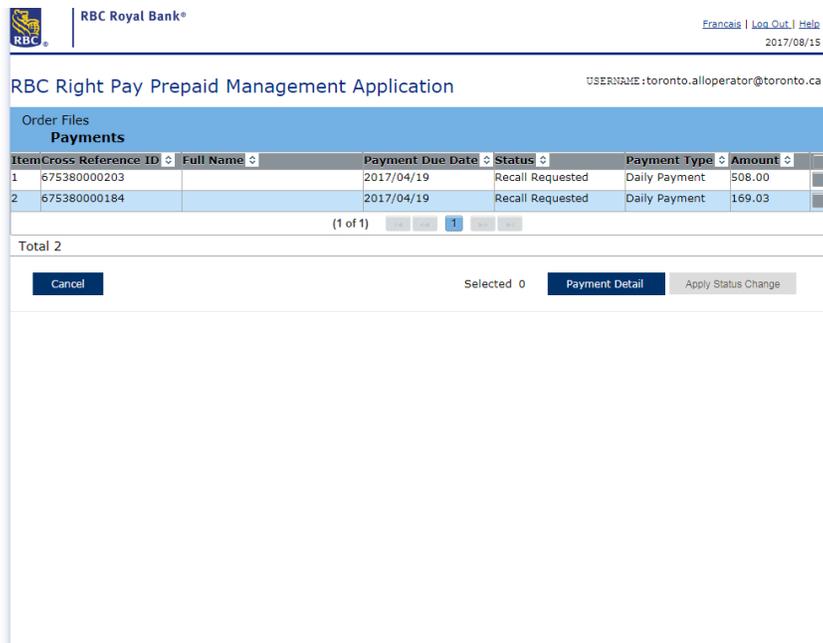
- Operator—Approver

1. The user selects ‘Approve Recall Requested’ function from the RBC Right Pay PMA Payment Management Main Menu.

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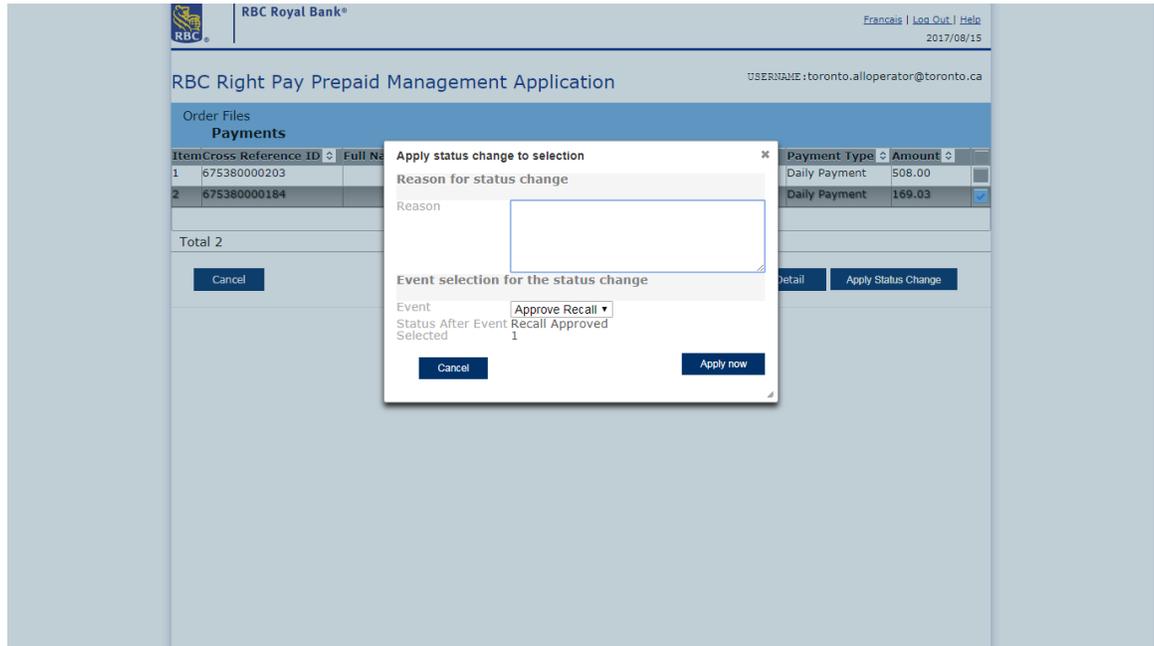


2. The tool presents the Order File Payments screen with all payments currently in 'Recall Requested' status.



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.



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:

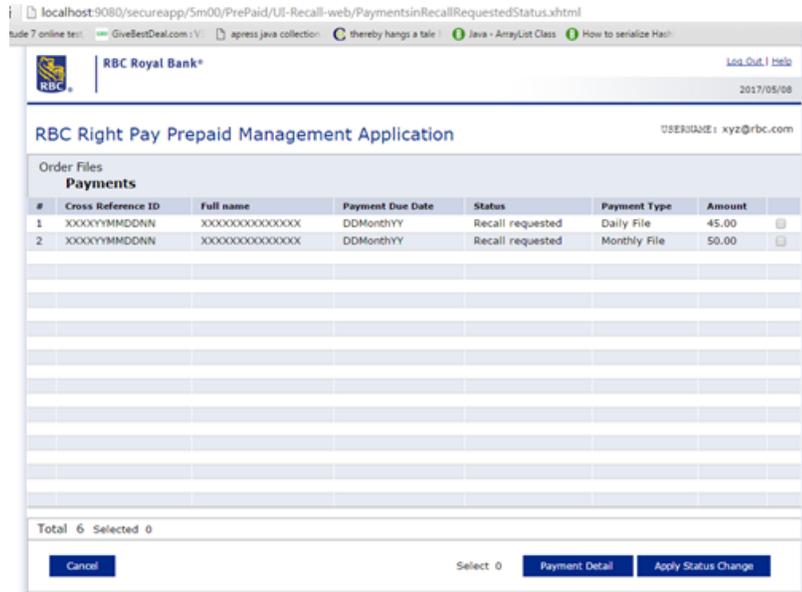
- Operator—Approver
1. The user selects 'Approve Recall Requested' function from the RBC Right Pay PMA Payment Management Main Menu.



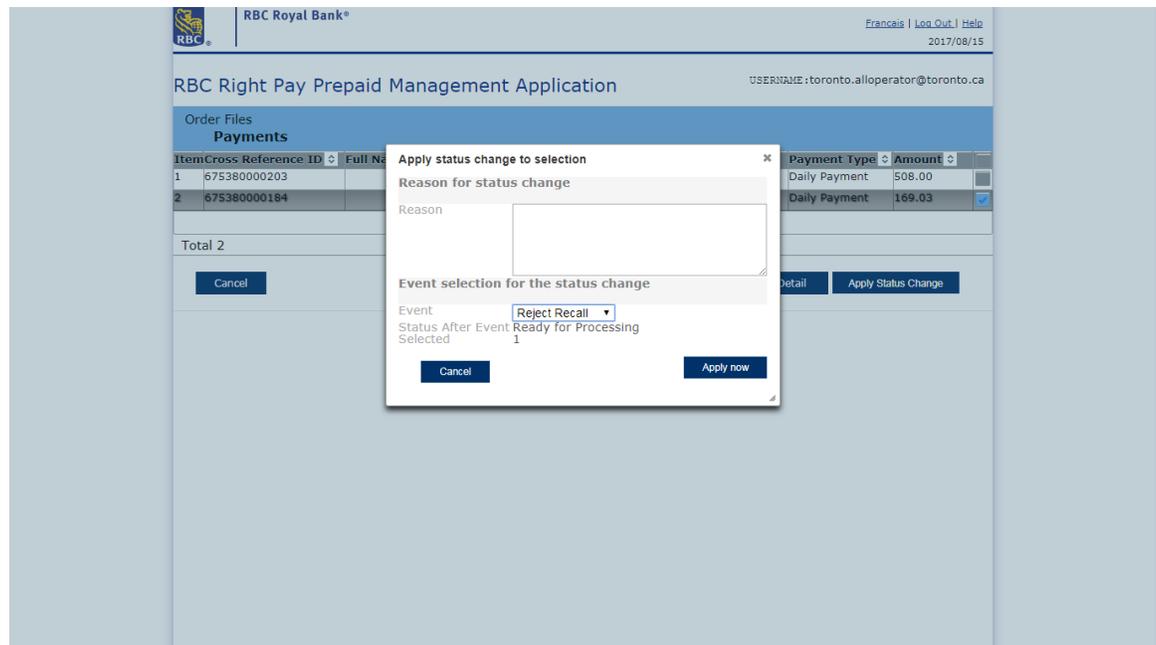
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2. The tool presents the Order File Payments screen with all payments currently in 'Recall Requested' status.



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'



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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.



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

- 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’.

| Item | File type           | Name         | Last Status Update | Status               | Total Payments | Failed Payments |
|------|---------------------|--------------|--------------------|----------------------|----------------|-----------------|
| 1    | Monthly Reload File | ODRM17199003 | 2017/07/31         | Ready for processing | 32             | 0               |

(1 of 1)

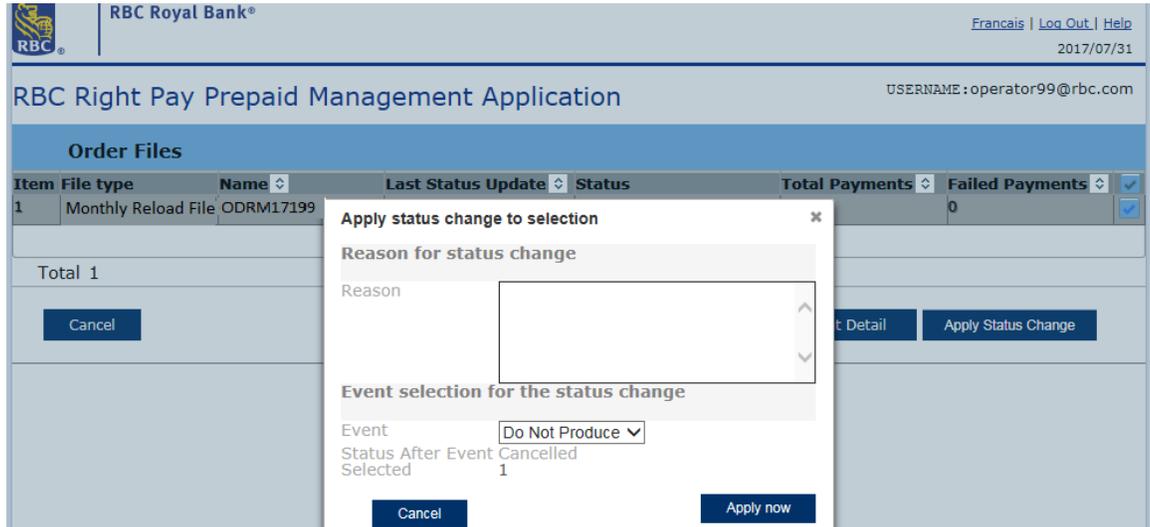
Total 1

Selected 0

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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’.



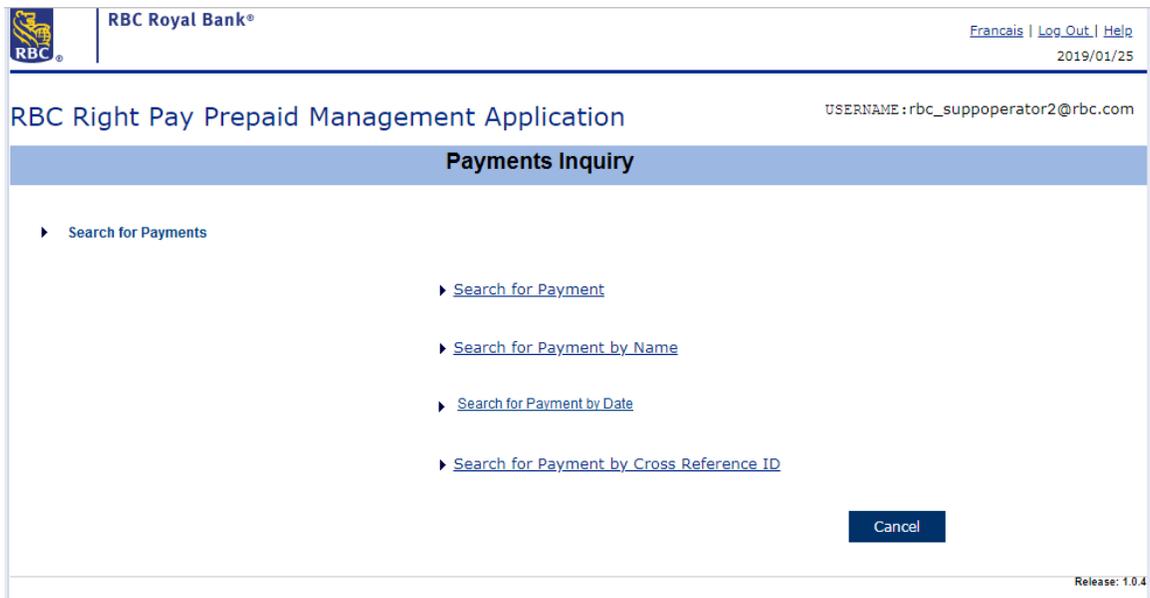
5. The user presses the <Apply now> button.
  - If the user presses the <Cancel> button, they are returned to the RBC Right Pay PMA main menu and the file will not be recalled.
6. The tool returns the user to the ‘Order Files’ screen where the ODSP Monthly Card Order File is no longer displayed.

## 7. Payments Inquiry

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



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



Search for Payment:

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

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

RBC Royal Bank® Français | Log Out | Help  
2019/02/01

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RBC Right Pay Prepaid Management Application USERNAME: gov\_admin@tor.ca

| Order Files |                    |                        |                  |                        |               |          |
|-------------|--------------------|------------------------|------------------|------------------------|---------------|----------|
| Payments    |                    |                        |                  |                        |               |          |
| Item        | Cross Reference ID | Full Name              | Payment Due Date | Status                 | Payment Type  | Amount   |
| 1           | 195358832498       | ETHIER PATRICIA M      | 2019/02/04       | Record Rejected        | Daily Payment | 37500.00 |
| 2           | 195358832500       | FACCHINA CHRISTINE M   | 2019/02/04       | Record Rejected        | Daily Payment | 14400.00 |
| 3           | 195368832506       | ETHIER PATRICIA M      | 2019/02/05       | Record Rejected        | Daily Payment | 10010.00 |
| 4           | 195568824021       | BURLING MUKTA ROBERT T | 2019/01/09       | Successfully Processed | Daily Payment | 9089.00  |
| 5           | 196408824230       | WARUI MERCY M          | 2019/05/20       | Ready for Processing   | Daily Payment | 7315.20  |
| 6           | 196408829909       | SAINI NARENDRA G       | 2019/05/31       | Ready for Processing   | Daily Payment | 6492.00  |
| 7           | 195238824162       | SAINI NARENDRA G       | 2019/01/23       | Successfully Processed | Daily Payment | 5600.00  |
| 8           | 188278793781       | KH-SUSPICION UNDER R   | 2017/12/31       | Successfully Processed | Daily Payment | 5502.10  |
| 9           | 195568824024       | FOUCAULT JOSEPH D      | 2019/01/09       | Record Rejected        | Daily Payment | 4449.80  |
| 10          | 196408824220       | DUNBAR BRENDA          | 2019/05/20       | Ready for Processing   | Daily Payment | 4376.85  |
| 11          | 196408824218       | Francis John           | 2019/05/20       | Ready for Processing   | Daily Payment | 4280.70  |
| 12          | 196408824214       | Achakzai Asma          | 2019/05/20       | Ready for Processing   | Daily Payment | 3838.65  |
| 13          | 188278793850       | KH-SWING BOBBY D       | 2017/12/31       | Successfully Processed | Daily Payment | 3820.00  |
| 14          | 196408824213       | WOODS MORGAN B         | 2019/05/20       | Ready for Processing   | Daily Payment | 3751.65  |
| 15          | 196408825419       | BATTKO ROLLO C         | 2019/05/31       | Ready for Processing   | Daily Payment | 3695.50  |
| 16          | 195188817067       | BATTKO ROLLO C         | 2018/12/17       | Record Rejected        | Daily Payment | 3695.50  |
| 17          | 196408824240       | HAILE NETSANET W       | 2019/05/20       | Ready for Processing   | Daily Payment | 3676.65  |
| 18          | 195778824071       | KH-RELOAD LARRY C      | 2019/03/18       | Ready for Processing   | Daily Payment | 3352.00  |
| 19          | 195328832473       |                        | 2019/02/01       | Record Rejected        | Daily Payment | 3030.00  |
| 20          | 196408824226       | LEEPER JAMES P         | 2019/05/20       | Ready for Processing   | Daily Payment | 2924.20  |

(1 of 786) [1] [2] [3] [4] [5] [6] [7] [8] [9] [10] [Next] [Previous]

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Total 15717

Selected 1

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

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The screenshot displays the RBC Royal Bank logo and navigation links (Francis | Log Out | Help) at the top right, with the date 2019/02/07. The main title is "RBC Right Pay Prepaid Management Application" and the username is "gov\_admin@tor.ca". The "Payment Detail" section includes a "Next >" link and the following information:

|                  |                        |
|------------------|------------------------|
| Production Order |                        |
| Payment Type     | Daily Payment          |
| Payment Due Date | 2017/12/31             |
| Status           | Successfully Processed |

The "Account Information" section includes the following information:

|                        |                        |
|------------------------|------------------------|
| First Name             | Ken                    |
| Middle Initial         | J                      |
| Last Name              | Meng                   |
| Last Status Updated at |                        |
| Status                 | Successfully Processed |
| Member ID              | 60000000002            |

At the bottom, there are "Cancel" and "Return" buttons.

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.

- 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.

| 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   |                    |            |                  |                        |               |        |

(1 of 2419) [Page Navigation]

Total 48375

Selected 0 [Payment Detail] [Apply Status Change]

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

The screenshot displays the 'Payment Detail' screen of the RBC Right Pay Prepaid Management Application. The page header includes the RBC Royal Bank logo, the user's name 'Francis', and links for 'Log Out' and 'Help'. The current date is '2019/03/11'. The application title is 'RBC Right Pay Prepaid Management Application' and the user's session ID is 'USERNAME: approve\_recall@tor.on.ca'. The main content area is titled 'Payment Detail' and contains two sections: 'Payment Information' and 'Account Information'. The 'Payment Information' section lists: Production Order, Payment Type (Daily Payment), Payment Due Date (2017/12/31), and Status (Successfully Processed). The 'Account Information' section lists: First Name (Ken), Middle Initial (J), Last Name (Meng), Last Status Updated at, Status (Successfully Processed), and Member ID (RBCTEST002). At the bottom of the screen, there are two buttons: 'Cancel' and '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.

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RBC Royal Bank® Français | Log Out | Help  
2019/01/25

RBC Right Pay Prepaid Management Application USERNAME: rbc\_suppoperator2@rbc.com

**Search for Payment by Date**

▶ Payment Date:

Release: 1.0.4

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® Français | Log Out | Help  
2019/03/11

RBC Right Pay Prepaid Management Application USERNAME: approve\_recall@tor.on.ca

**Payment Detail** [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              | RBCTEST002             |

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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.

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

| 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 |

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

The screenshot displays the RBC Royal Bank logo and navigation links (Francis | Log Out | Help) at the top right, with the date 2019/03/11. The main title is "RBC Right Pay Prepaid Management Application" and the user's username is "approve\_recall@tor.on.ca". The page is divided into two main sections: "Payment Detail" and "Account Information".

| Payment Detail             |                      |
|----------------------------|----------------------|
| <b>Payment Information</b> |                      |
| 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              |

At the bottom of the screen, there are two buttons: "Cancel" on the left and "Return" on the right.

- The tool presents the Payment Detail screen displaying details specific to the payment selected.
- 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.



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’.

| 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               |

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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 Royal Bank®                       | <a href="#">Français</a>   <a href="#">Log Out</a>   <a href="#">Help</a><br>2017/07/31 |
| RBC Right Pay Prepaid Management Application                                      |                                       | USERNAME : operator99@rbc.com                                                           |
| <b>Card Order File Detail</b>                                                     |                                       |                                                                                         |
| <b>Information</b>                                                                |                                       |                                                                                         |
| Name                                                                              | OWRD17199003                          |                                                                                         |
| Status                                                                            | Ready for processing                  |                                                                                         |
| Subclient ID                                                                      | SC345-TESS000                         |                                                                                         |
| File type                                                                         | Daily Reload File                     |                                                                                         |
| <b>Payments</b>                                                                   |                                       |                                                                                         |
| Total Payments                                                                    | 32                                    |                                                                                         |
| Payments awaiting response                                                        | 12                                    |                                                                                         |
| Last Status update at                                                             | 2017/07/31                            |                                                                                         |
| Failed Payments                                                                   | 0                                     |                                                                                         |
| <input type="button" value="Cancel"/>                                             | <input type="button" value="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.



RBC Royal Bank® Français | Log Out | Help  
 2019/04/05

USERNAME: gov\_admin@tor.ca

### RBC Right Pay Prepaid Management Application

Order Files

#### Payments

| Item | Cross Reference ID | Full Name                                      | Payment Due Date | Status                 | Payment Type    | Amount  |                          |
|------|--------------------|------------------------------------------------|------------------|------------------------|-----------------|---------|--------------------------|
| 1    | 190940000001       | NIKOLOPULUS PETROVIC ELIZA<br>MARIA NIKOLETA D | 2019/03/29       | Successfully Processed | Monthly Payment | 1714.00 | <input type="checkbox"/> |
| 2    | 190940000002       | PAPANIKOLOPULUS NIKO<br>ANNAMARIA NIKOLETA B D | 2019/03/29       | Successfully Processed | Monthly Payment | 1348.00 | <input type="checkbox"/> |
| 3    | 190940000003       | RIDOUTT BIDAUT MIDOU<br>MIROSLAVA BORISLAVA O  | 2019/03/29       | Successfully Processed | Monthly Payment | 2350.00 | <input type="checkbox"/> |
| 4    | 190940000004       | KENNEDY LAURIE L                               | 2019/03/29       | Record Rejected        | Monthly Payment | 1169.00 | <input type="checkbox"/> |
| 5    | 190940000005       | GOUDREAU BADEAUX M<br>CYNTHIA WITH THE LON L   | 2019/03/29       | Record Rejected        | Monthly Payment | 1662.50 | <input type="checkbox"/> |
| 6    | 190940000006       | GRASS BOGAN MOGAN OP<br>PRECIOUS BOGAN MOGAN G | 2019/03/29       | Successfully Processed | Monthly Payment | 350.00  | <input type="checkbox"/> |
| 7    | 190940000007       | KH-KEITH RPC HOLWELL M                         | 2019/03/29       | Successfully Processed | Monthly Payment | 666.90  | <input type="checkbox"/> |
| 8    | 190940000008       | BAKER PAULA A                                  | 2019/03/29       | Record Rejected        | Monthly Payment | 1214.00 | <input type="checkbox"/> |
| 9    | 190940000009       | KH ONE KH TEST L                               | 2019/03/29       | Record Rejected        | Monthly Payment | 930.00  | <input type="checkbox"/> |

(1 of 1)

Total 9

Selected 0

- 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.

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|                                              |                        |                                                                           |
|----------------------------------------------|------------------------|---------------------------------------------------------------------------|
|                                              | RBC Royal Bank®        | <a href="#">Français</a>   <a href="#">Log Out</a>   <a href="#">Help</a> |
|                                              |                        | 2019/04/05                                                                |
| RBC Right Pay Prepaid Management Application |                        | USERNAME: gov_admin@tor.ca                                                |
| <b>Payment Detail</b>                        |                        |                                                                           |
| <b>Payment Information</b>                   |                        |                                                                           |
| Production Order                             | ONRM19040401           |                                                                           |
| Payment Type                                 | Monthly Payment        |                                                                           |
| Payment Due Date                             | 2019/03/29             |                                                                           |
| Status                                       | Successfully Processed |                                                                           |
| <b>Account Information</b>                   |                        |                                                                           |
| First Name                                   | PRECIOUS BOGAN MOGAN   |                                                                           |
| Middle Initial                               | G                      |                                                                           |
| Last Name                                    | GRASS BOGAN MOGAN OP   |                                                                           |
| Last Status Updated at                       |                        |                                                                           |
| Status                                       | Successfully Processed |                                                                           |
| Member ID                                    | 205966229              |                                                                           |
| <input type="button" value="Cancel"/>        |                        | <input type="button" value="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.



## 9. Account Inquiry

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

The screenshot shows the main menu of the RBC Right Pay Prepaid Management Application. The page header includes the RBC logo, 'RBC Royal Bank', and navigation links for 'Français', 'Log Out', and 'Help'. The date '2018/07/26' is displayed. The application title is 'RBC Right Pay Prepaid Management Application' with the username 'recalloperator@rbc.com'. The menu is organized into three columns: Organization Management, Payment Management, and Report Management. Under Organization Management, there are options for 'Add New Organization' and 'Delete Organization'. Under User Management, there are options for 'Add New User', 'Update User', and 'Delete User'. Under Payment Management, there are options for 'Request Recall', 'Approve Recall Requested', 'Recall Entire File', 'Payments Inquiry', 'Card Order File Inquiry', and 'Account Inquiry'. Under Report Management, there are options for 'Unprocessed Cardholder Records', 'Recalled Cardholder Approved Records', 'In Flight Cardholder Records', 'Processed Cardholder Records', 'User Activity', 'Payment Summary Report', and 'Real-Time Payment Summary Report'. A 'Release: 1.0.3' note is at the bottom right.

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

The screenshot shows the 'Accounts Overview' screen. The page header includes the RBC logo, 'RBC Royal Bank', and navigation links for 'Français', 'Log Out', and 'Help'. The date '2019/06/19' is displayed. The application title is 'RBC Right Pay Prepaid Management Application' with the username 'approve\_recall@tor.on.ca'. The screen displays a table of cardholder accounts with the following columns: Item, Member ID, First Name, Initials, Last Name, and Status. The table contains 20 rows of data, all with a status of 'Successfully Processed'. Below the table, there is a pagination bar showing '(1 of 411)' and a 'Total 8208' label. At the bottom, there are buttons for 'Cancel', 'Selected 0', and 'Account Details'.

| Item | Member ID    | First Name | Initials | Last Name   | Status                 |
|------|--------------|------------|----------|-------------|------------------------|
| 1    | 6000002      | Ken        | J        | Meng        | Successfully Processed |
| 2    | RPC223832882 | Ken        | J        | Meng        | Successfully Processed |
| 3    | 50000000002  | Ken        | J        | Meng        | Successfully Processed |
| 4    | 50000000001  | Ken        | J        | Meng        | Successfully Processed |
| 5    | RPC202403333 | LEONARD    | L        | BOWLEY      | Successfully Processed |
| 6    | 6000001      | Ken        | J        | Meng        | Successfully Processed |
| 7    | 60000000001  | Ken        | J        | Meng        | Successfully Processed |
| 8    | 60000000002  | Ken        | J        | Meng        | Successfully Processed |
| 9    | 70000000001  | Ken        | J        | Meng        | Successfully Processed |
| 10   | RPC218488559 | Ken        | J        | Meng        | Successfully Processed |
| 11   | RPC302297878 | BLAIR      | I        | ZAIBEL      | Successfully Processed |
| 12   | RPC217631126 | VINAL      | F        | DUERKOP     | Successfully Processed |
| 13   | RPC300599783 | MUKTA      | K        | SPERDUTI    | Successfully Processed |
| 14   | RPC306566146 | MUKTA      |          | RBCTESTTWO  | Successfully Processed |
| 15   | RPC105274088 | VENUS      | C        | SHEPPERDSON | Successfully Processed |
| 16   | 60000000005  | Ken        | J        | Meng        | Successfully Processed |
| 17   | 70000000002  | Ken        | J        | Meng        | Successfully Processed |
| 18   | RPC301186011 | JILLIE     | M        | LOHMANN     | Successfully Processed |
| 19   | RPC303326596 | YUSHUA     | R        | ARBAUGH     | Successfully Processed |
| 20   | RPC303037562 | BLAINE     | V        | LINNERTZ    | Successfully Processed |

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

|                                              |                        |                                    |
|----------------------------------------------|------------------------|------------------------------------|
| RBC Royal Bank®                              |                        | Français   Log Out   Help          |
|                                              |                        | 2019/06/19                         |
| RBC Right Pay Prepaid Management Application |                        | USERNAME: approve_recall@tor.on.ca |
| <b>Account Details</b>                       |                        |                                    |
| Payment Information                          |                        |                                    |
| Production Order                             |                        |                                    |
| Payment Type                                 |                        |                                    |
| Payment Due Date                             |                        |                                    |
| Status                                       |                        |                                    |
| Account Information                          |                        |                                    |
| First Name                                   | Ken                    |                                    |
| Initials                                     | J                      |                                    |
| Last Name                                    | Meng                   |                                    |
| Status                                       | Successfully Processed |                                    |
| Member ID                                    | 6000002                |                                    |
| Cancel                                       |                        | Return                             |

- The systems presents the ‘Account Details’ screen displaying account information specific to the account specified.
- 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:

- Request Recall User
- 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 < 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®

Français | Log Out | Help

2019/04/03

RBC Right Pay Prepaid Management Application

USERNAME : approve\_recall@tor.on.ca

### Unprocessed Cardholder Records

▶ Report Format:   
CSV  
PDF

▶ Start Date:

▶ End Date:

▶ Payment Type:   
Daily Payment  
Monthly Payment

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  2 3 4 5 ... 10 Next

[Return](#)

PDF Format selected:

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  2 3 4 5 ... 10 Next Last

[Return](#)

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Prepaid Management Application User Guide

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

| Royal Bank of Canada                                  |                     |           |                          |                  |                      |
|-------------------------------------------------------|---------------------|-----------|--------------------------|------------------|----------------------|
| Unprocessed Cardholder Records                        |                     |           |                          |                  |                      |
| Period: 2019/03/05 - 2019/04/03                       |                     |           |                          |                  |                      |
| Generated Date: 2019/04/03                            |                     |           |                          |                  |                      |
| Cross Reference ID                                    | Customer Name       | Member ID | Amount - to be processed | Payment due date | Action               |
| 696071000017                                          | IBELEGBU ARIORITSEI | 304904999 | 4,582.00                 | 2019/04/17       | Ready For Processing |
| 696071000018                                          |                     | 103670543 | 1,110.00                 | 2019/04/17       | Ready For Processing |
| 696071000019                                          |                     | 214447047 | 803                      | 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 |
| 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 JOHNNY E    | 221049570 | 1,110.00                 | 2019/04/17       | Ready For Processing |
| 696071000031                                          |                     | 106660434 | 1,375.00                 | 2019/04/17       | Ready For Processing |
| 696071000032                                          | BALASINGAM PRASAN   | 201052040 | 1,150.00                 | 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                                          | HALL ANTHONY        | 303276478 | 1,500.00                 | 2019/04/17       | Ready For Processing |
| 696071000047                                          | ARCHDALL PAUL M     | 305279295 | 1,110.00                 | 2019/04/17       | Ready For Processing |
| 696071000048                                          | TANNER KRISTAL 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                                          | WALSH JACQUELINE V  | 207094293 | 1,300.00                 | 2019/04/17       | Ready For Processing |
| 696071000053                                          | DAWKINS DARRIO S    | 300771968 | 1,191.50                 | 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 |
| 696071000058                                          | TUKUBE SIMON        | 206239980 | 1,110.00                 | 2019/04/17       | Ready For Processing |
| 696071000059                                          |                     | 113767867 | 1,162.70                 | 2019/04/17       | Ready For Processing |
| 696071000060                                          |                     | 219255924 | 1,110.00                 | 2019/04/17       | Ready For Processing |
| 696071000061                                          | ACKABEE SHAWN 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                                          |                     | 107697542 | 1,110.00                 | 2019/04/17       | Ready For Processing |
| 696071000065                                          | PACZOK RICHARD      | 109811638 | 1,200.00                 | 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 LAURA         | 302408938 | 1,100.00                 | 2019/04/17       | Ready For Processing |
| 696071000071                                          |                     | 223010844 | 1,110.00                 | 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 MOHAY D      | 305517621 | 1,500.00                 | 2019/04/17       | Ready For Processing |
| 696071000075                                          | JEVANTHANATHAN AJI  | 219037405 | 1,110.00                 | 2019/04/17       | Ready For Processing |
| 696071000076                                          | CRAIG DAVE          | 304420778 | 1,125.00                 | 2019/04/17       | Ready For Processing |
| 696071000077                                          |                     | 307005507 | 1,500.00                 | 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                                          |                     | 303717076 | 1,110.00                 | 2019/04/17       | Ready For Processing |
| 696071000082                                          |                     | 108258831 | 1,110.00                 | 2019/04/17       | Ready For Processing |
| 696071000083                                          |                     | 210527107 | 1,125.00                 | 2019/04/17       | Ready For Processing |
| 696071000084                                          | YIELDING KRISTOFFEE | 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 |
| 696071000087                                          |                     | 304533571 | 1,110.00                 | 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 ALFONSO SAN  | 304777891 | 1,110.00                 | 2019/04/17       | Ready For Processing |
| 696071000094                                          |                     | 213887771 | 1,191.76                 | 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                                          |                     | 304162041 | 1,554.00                 | 2019/04/17       | Ready For Processing |
| 696071000099                                          | RAMOS MAO S         | 216411892 | 1,110.00                 | 2019/04/17       | Ready For Processing |
| 696071000100                                          |                     | 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                                          |                     | 116392812 | 685                      | 2019/04/17       | Ready For Processing |
| 696071000105                                          | GIRARD JOHN D       | 104864319 | 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 Cardholder Records to be processed:91 |                     |           |                          |                  |                      |
| Total amount to be credit:111426.81                   |                     |           |                          |                  |                      |

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

**Royal Bank of Canada**  
**Unprocessed Cardholder Records**

Period: 2019/03/05 - 2019/04/03 Report generated on: 2019/04/03

| 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 |
| 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 JOHNNY E              | 221049570 | 1,110.00                 | 2019/04/17       | Ready For Processing |
| 696071000031       |                               | 106660434 | 1,375.00                 | 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 |
| 696071000035       |                               | 305189523 | 1,500.00                 | 2019/04/17       | Ready For Processing |
| 696071000036       |                               | 304169777 | 1,110.00                 | 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 |
| 696071000040       |                               | 113740039 | 1,110.00                 | 2019/04/17       | Ready For Processing |
| 696071000041       |                               | 103969416 | 1,350.00                 | 2019/04/17       | Ready For Processing |
| 696071000042       |                               | 225408491 | 1,110.00                 | 2019/04/17       | Ready For Processing |
| 696071000043       |                               | 300129033 | 1,150.00                 | 2019/04/17       | Ready For Processing |
| 696071000044       | HALL ANTHONY                  | 303276478 | 1,500.00                 | 2019/04/17       | Ready For Processing |
| 696071000045       |                               | 114812290 | 1,150.00                 | 2019/04/17       | Ready For Processing |
| 696071000046       |                               | 107801243 | 1,110.00                 | 2019/04/17       | Ready For Processing |
| 696071000047       | ARCHDALL PAUL M               | 305279295 | 1,110.00                 | 2019/04/17       | Ready For Processing |
| 696071000048       | TANNER KRISTAL M              | 202127676 | 1,110.00                 | 2019/04/17       | Ready For Processing |

1 of 3

| Cross Reference ID | Customer Name        | Member ID | Amount - to be processed | Payment due date | Action               |
|--------------------|----------------------|-----------|--------------------------|------------------|----------------------|
| 696071000087       |                      | 304533571 | 1,110.00                 | 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 S    | 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 ALFONSO SANDY | 304777891 | 1,110.00                 | 2019/04/17       | Ready For Processing |
| 696071000094       |                      | 213887771 | 1,191.76                 | 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       |                      | 304162041 | 1,554.00                 | 2019/04/17       | Ready For Processing |
| 696071000099       | RAMOS MAO S          | 216411892 | 1,110.00                 | 2019/04/17       | Ready For Processing |
| 696071000100       |                      | 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       |                      | 116392812 | 685.00                   | 2019/04/17       | Ready For Processing |
| 696071000105       | GIRARD JOHN D        | 104864319 | 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 Cardholder Records to be processed: 91  
Total amount to be credit: 111,426.81

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## 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 Royal Bank\* [Francois](#) | [Log Out](#) | [Help](#) 2019/04/03

RBC Right Pay Prepaid Management Application USERNAME: approve\_recall@tor.on.ca

### Recalled Cardholder Approved Records

▶ Report Format:   
CSV  
PDF

▶ Start Date:

▶ End Date:

▶ Payment Type:   
Daily Payment  
Monthly Payment

Release: 1.0.5

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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:

| 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  |

PDF Format selected:

| 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  |

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

| Royal Bank of Canada                                   |               |           |                          |                  |                 |                 |             |
|--------------------------------------------------------|---------------|-----------|--------------------------|------------------|-----------------|-----------------|-------------|
| Recalled Cardholder Records - Approved                 |               |           |                          |                  |                 |                 |             |
| Period: 2019/02/20 - 2019/03/27                        |               |           |                          |                  |                 |                 |             |
| Report generated on: 2019/04/03                        |               |           |                          |                  |                 |                 |             |
| 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 Recall Requests Approved: 1 |               |           |                          |                  |                 |                 |             |
| Total Amount Recalled: 830.00                          |               |           |                          |                  |                 |                 |             |

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

**Royal Bank of Canada**  
**Recalled Cardholder Records - Approved**

Period: 2019/02/20 - 2019/03/27 Report generated on: 2019/04/03

| 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  |

Total Number of Cardholder Recall Requests Approved: 1  
Total Amount Recalled: 830.00

1 of 1

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## 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 Management Application

USERNAME: approve\_recall@tor.on.ca

### In Flight Cardholder Records

▶ Report Format:   
CSV  
PDF

▶ Start Date:

▶ End Date:

▶ Payment Type:   
Daily Payment  
Monthly Payment

Cancel Download

Release: 1.0.6

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

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

CSV Format selected:

File Edit View Favorites Tools Help

Canadian Banking Operati... CD News - Win with Trade... CB News - Win with Trade... Citrix XenApp - Logged Off Google group Requirements CoE... I P Quality Center 10 (2) I P Quality Center 10 (2)

Download CSV Search:

| Cross Reference ID         | Customer Name | Member ID | Amount - to be processed | Payment due date | Action |
|----------------------------|---------------|-----------|--------------------------|------------------|--------|
| No data available in table |               |           |                          |                  |        |

Showing 0 to 0 of 0 entries

Previous Next  
[Return](#)

PDF Format selected:

Download as PDF Search:

| Cross Reference ID         | Customer Name | Member ID | Amount - to be processed | Payment due date | Action |
|----------------------------|---------------|-----------|--------------------------|------------------|--------|
| No data available in table |               |           |                          |                  |        |

Showing 0 to 0 of 0 entries

First Previous Next Last  
[Return](#)

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

| Royal Bank of Canada                                  |               |           |                          |                  |        |
|-------------------------------------------------------|---------------|-----------|--------------------------|------------------|--------|
| In Flight Cardholder Records                          |               |           |                          |                  |        |
| Period: 2019/02/20 - 2019/03/27                       |               |           |                          |                  |        |
| Generated Date: 2019/04/03                            |               |           |                          |                  |        |
| Cross Reference ID                                    | Customer Name | Member ID | Amount - to be processed | Payment due date | Action |
| Total Number of Cardholder Records being processed: 0 |               |           |                          |                  |        |
| Total amount: 0.00                                    |               |           |                          |                  |        |

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 date | Action |
|-------------------------------------------------------|---------------|-----------|--------------------------|------------------|--------|
| Total Number of Cardholder Records being processed: 0 |               |           |                          |                  |        |
| Total Amount: 0.00                                    |               |           |                          |                  |        |

1 of 1



## 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:

The screenshot shows the 'Processed Cardholder Records' interface. At the top left is the RBC Royal Bank logo. The page title is 'RBC Right Pay Prepaid Management Application'. The user is logged in as 'Francis' and the date is '2019/04/03'. The username is 'approve\_recall@tor.on.ca'. The main heading is 'Processed Cardholder Records'. Below this is a form with the following fields:

- Report Format: A dropdown menu with 'Select one', 'CSV', and 'PDF' options.
- Start Date: A text input field with a calendar icon.
- End Date: A text input field with a calendar icon.
- Payment Type: A dropdown menu with 'Select one', 'Daily Payment', and 'Monthly Payment' options.

At the bottom of the form are two buttons: 'Cancel' on the left and 'Download' on the right. The version number 'Release: 1.0.5' is visible in the bottom right corner.

3. The Processed Cardholder Records report includes the following information:

- Cross Reference ID
- Customer Name
- Member ID
- Amount to be processed
- Payment Due Date
- Action
- Date Processed
- Total number of Cardholder Records Processed
- Total Amount

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

CSV Format selected:

Download CSV

| Cross Reference ID | Customer Name      | Member ID | Amount - to be processed | Payment due date | Action   | Date Processed |
|--------------------|--------------------|-----------|--------------------------|------------------|----------|----------------|
| 695911000:25       |                    | 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     |
| 695911000:27       |                    | 207651308 | 1,110.00                 | 2019/04/01       | Rejected | 2019/04/03     |
| 695911000:28       | COLE LISA M        | 201201100 | 1,150.00                 | 2019/04/01       | Rejected | 2019/04/03     |
| 695911000:29       | WEYMARK MATTHEW T  | 219108370 | 1,004.82                 | 2019/04/01       | Rejected | 2019/04/03     |
| 695911000:30       | MARTIN ALYSHA 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     |
| 695911000:32       |                    | 201195963 | 1,110.00                 | 2019/04/01       | Rejected | 2019/04/03     |
| 695911000:33       |                    | 215763053 | 1,098.22                 | 2019/04/01       | Rejected | 2019/04/03     |
| 695911000:34       |                    | 204230510 | 1,628.00                 | 2019/04/01       | Rejected | 2019/04/03     |

Showing 1 to 10 of 20 entries

PDF Format selected:

Download as PDF

| Cross Reference ID | Customer Name      | Member ID | Amount - to be processed | Payment due date | Action   | Date Processed |
|--------------------|--------------------|-----------|--------------------------|------------------|----------|----------------|
| 695911000:25       |                    | 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     |
| 695911000:27       |                    | 207651308 | 1,110.00                 | 2019/04/01       | Rejected | 2019/04/03     |
| 695911000:28       | COLE LISA M        | 201201100 | 1,150.00                 | 2019/04/01       | Rejected | 2019/04/03     |
| 695911000:29       | WEYMARK MATTHEW T  | 219108370 | 1,004.82                 | 2019/04/01       | Rejected | 2019/04/03     |
| 695911000:30       | MARTIN ALYSHA 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     |
| 695911000:32       |                    | 201195963 | 1,110.00                 | 2019/04/01       | Rejected | 2019/04/03     |
| 695911000:33       |                    | 215763053 | 1,098.22                 | 2019/04/01       | Rejected | 2019/04/03     |
| 695911000:34       |                    | 204230510 | 1,628.00                 | 2019/04/01       | Rejected | 2019/04/03     |

Showing 1 to 10 of 20 entries

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

| 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 Cardholder Records Processed:20 |                      |           |                |                  |          |                |
| Total Amount: 24520.59                          |                      |           |                |                  |          |                |

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

**Royal Bank of Canada  
Processed Cardholder Record**

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 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 Cardholder Records Processed: 20  
Total Amount: 24,520.59

1 of 1

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## 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®

Francais | Log Out | Help

2019/04/04

RBC Right Pay Prepaid Management Application

USERNAME: approve\_recall@tor.on.ca

### User Activity

▶ Report Format:   
CSV  
PDF

▶ Start Date:

▶ End Date:

▶ Payment Type:   
Daily Payment  
Monthly Payment

Cancel Download

Release: 1.0.6

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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:

Download 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_supportoperator2@rbc.com |
| 695501011744       | DUNCAN BUNCAN PATRICE AND MUPCA T | 210314761 | 2019/02/19       | \$30.00         | 2019/02/19  | 13:22:08    | Recall Requested | rbc_supportoperator2@rbc.com |
| 695501011746       | MOURANT KIMBERLEY A               | 101168391 | 2019/02/19       | \$4.00          | 2019/02/19  | 13:25:49    | Recall Approved  | rbc_supportoperator2@rbc.com |
| 695501011746       | MOURANT KIMBERLEY A               | 101168391 | 2019/02/19       | \$4.00          | 2019/02/19  | 13:20:53    | Recall Requested | rbc_supportoperator2@rbc.com |

Showing 1 to 4 of 4 entries Previous  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_supportoperator2@rbc.com |
| 695501011744       | DUNCAN BUNCAN PATRICE AND MUPCA T | 210314761 | 2019/02/19       | \$30.00         | 2019/02/19  | 13:22:08    | Recall Requested | rbc_supportoperator2@rbc.com |
| 695501011746       | MOURANT KIMBERLEY A               | 101168391 | 2019/02/19       | \$4.00          | 2019/02/19  | 13:25:49    | Recall Approved  | rbc_supportoperator2@rbc.com |
| 695501011746       | MOURANT KIMBERLEY A               | 101168391 | 2019/02/19       | \$4.00          | 2019/02/19  | 13:20:53    | Recall Requested | rbc_supportoperator2@rbc.com |

Showing 1 to 4 of 4 entries First Previous  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_supportoperator2@rbc.com |
| 695501011744             | DUNCAN BUNCAN PATRICE AND MUPCA T | 210314761 | 2019/02/19       | 830             | 2019/02/19  | 13:22:08    | Recall Requested | rbc_supportoperator2@rbc.com |
| 695501011746             | MOURANT KIMBERLEY A               | 101168391 | 2019/02/19       | 84              | 2019/02/19  | 13:25:49    | Recall Approved  | rbc_supportoperator2@rbc.com |
| 695501011746             | MOURANT KIMBERLEY A               | 101168391 | 2019/02/19       | 84              | 2019/02/19  | 13:20:53    | Recall Requested | rbc_supportoperator2@rbc.com |
| Total Number of Records: |                                   | 4         |                  |                 |             |             |                  |                              |

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

**Royal Bank of Canada  
User Activity**

Period: 2019/01/02 - 2019/04/02 Report generated on: 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       | 830.00          | 2019/02/19  | 13:25:54    | Recall Approved  | rbc_suppoperator2@rbc.com |
| 695501011744       | DUNCAN BUNCAN PATRICE AND MUPCA T | 210314761 | 2019/02/19       | 830.00          | 2019/02/19  | 13:22:08    | Recall Requested | rbc_suppoperator2@rbc.com |
| 695501011746       | 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 |

Total Number of Records: 4

1 of 1

## 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:

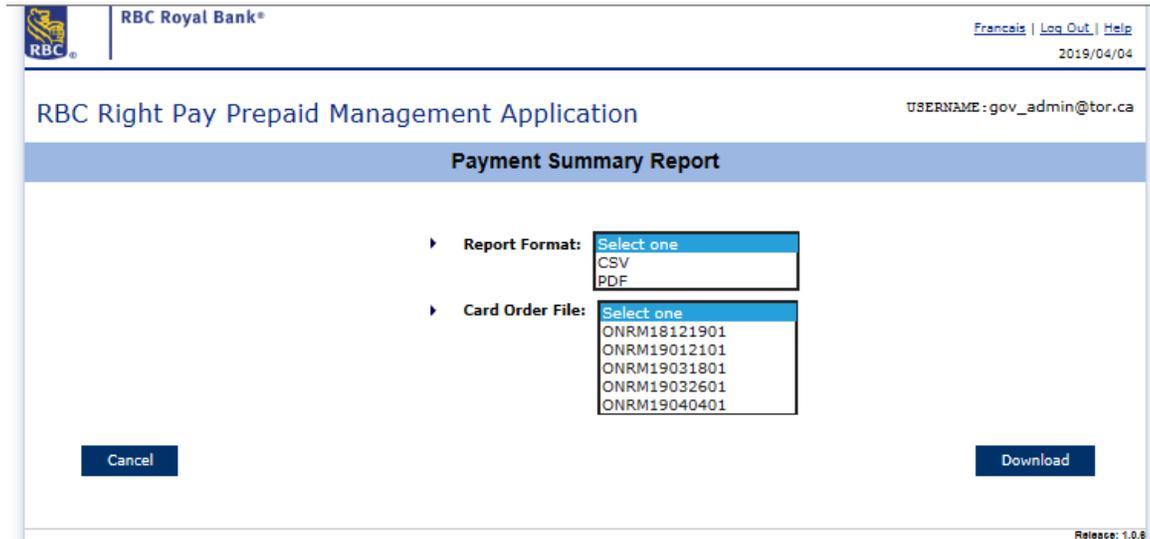
For ODSP users, all Monthly batch files and historical Daily and Monthly batch files pre-March 2019 release are available.

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:

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3. The Payment Summary Report includes the following information:

- Non-Processed Payments (Reject Records)
  - Cross Reference ID
  - Customer Name
  - Member ID
  - Amount to be Processed
  - Payment Due Date
- Totals
  - Transactions Received
  - Transactions Rejected
  - Transactions Recalled
  - Transactions Accepted
  - Transactions Future Dated
  - Transactions In Flight

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

If CSV is selected:

Download CSV

| 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 GOUDREAU LT 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

Previous 1 Next  
Return

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If PDF is selected

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 not found in database |
| ONRM19040401       | CYNTHIA WITH THE LON L GOUDREAU LT 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

First Previous 1 Next Last [Return](#)

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 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 GOUDREAU LT 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 |

End of non-processed Payments

| Totals                    | Number | Amount  |
|---------------------------|--------|---------|
| TRANSACTIONS RECEIVED     | 9      | 11404.4 |
| TRANSACTIONS REJECTED     | 4      | 4975.5  |
| TRANSACTIONS RECALLED     | 0      | 0.0     |
| TRANSACTIONS ACCEPTED     | 5      | 6428.9  |
| TRANSACTIONS FUTURE DATED | 0      | 0.0     |
| TRANSACTIONS IN FLIGHT    | 0      | 0.0     |

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

**Royal Bank of Canada  
Payment Summary Report**

Reload File: ONRM19040401 Report generated on: 2019/04/04

Non-processed payments

| 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 GOUDREAU LT 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 |

End of non-processed payments

| Totals                    | Number | Amount    |
|---------------------------|--------|-----------|
| TRANSACTIONS RECEIVED     | 9      | 11,404.40 |
| TRANSACTIONS REJECTED     | 4      | 4,975.50  |
| TRANSACTIONS RECALLED     | 0      | 0.00      |
| TRANSACTIONS ACCEPTED     | 5      | 6,428.90  |
| TRANSACTIONS FUTURE DATED | 0      | 0.00      |
| TRANSACTIONS IN FLIGHT    | 0      | 0.00      |

1 of 1

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## Real-Time Payment Summary Report

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.

The screenshot displays the RBC Royal Bank logo and navigation links (Français, Log Out, Help) at the top. The page title is 'RBC Right Pay Prepaid Management Application' with the username 'approve\_recall@tor.on.ca'. The main heading is 'Real-Time Payment Summary Report'. Below this, there is a 'Report Format' dropdown menu set to 'CSV'. Under 'Available Reports', a list of report links is shown for dates from 2019-03-26 to 2019-04-04. A 'Cancel' button is located at the bottom center. The version number 'Release: 1.0.6' is visible in the bottom right corner.

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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  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 Report |                          |           |        |              |                        |  |
| 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 Successfully |  |
| 695661011928                     | Betalhem Tedla           | 207588096 | 36     | 2019/04/02   | Processed Successfully |  |
| 695661011931                     | Jacqueline Celerian      | 102456647 | 97     | 2019/04/02   | Processed Successfully |  |
| 695661011932                     | JACOB CAMUS              | 223294364 | 88     | 2019/04/02   | Processed Successfully |  |
| 695661011935                     | Steven Michaud           | 108713710 | 156    | 2019/04/02   | Processed Successfully |  |
| 695661011938                     | KATELYNN L VOJTESEK      | 204100010 | 51     | 2019/04/02   | Rejected               |  |
| 695661011940                     | Bing Liu                 | 114591746 | 38     | 2019/04/02   | Processed Successfully |  |
| 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
- Member ID
- Amount
- Payment Due Date
- Status
- Totals
  - Transactions Received
  - Transactions Rejected
  - Transactions Accepted

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