

RBC NEXTLOGIC® - UPDATING CARD INFORMATION AND CLOSING CARD(S)



For all lost or stolen cards, please call 1-888-769-2534, option 3



For RBC Commercial Avion® Visa® accounts: If a card is closed before the statement date, the account will not get the benefit of the RBC Rewards points that were earned during the month. To ensure the last month's points are included, close the card immediately after the last statement is issued. For example, if the statement prints on the third of the month, close the card any time after this date.

Updating Card Information, Adjusting Credit Limit and Spend Controls on ONE card

- Log in to **RBC NextLogic** and select **Visa IntelliLink Spend Management**
- Access **Card Management:**
 - Click **Administration > Administration Overview > Card Management**
- Click  icon > click **Details** beside the card that needs to be updated
- Click **Refresh > Edit > update card information, change credit limit and/or spend controls > Submit**

Closing ONE card

Closing a card sets its credit limit to \$0 instantly, which will trigger over limit fees if there is a balance owing on the card, or pending transactions. These steps show you how to restrict new purchases on the card and prior to closing the card.

1. Change the "cycle limit" to \$0.01 in order to restrict the cardholder from making future purchases

Tip: Changing the card's "credit limit" may trigger over limit fees

- Log in to RBC NextLogic and select **Visa IntelliLink Spend Management**
- Access **Card Management:**
 - I. Click **Administration > Administration Overview > Card Management**
- Click  icon > click **Details** beside the card that needs to be updated
- Click **Refresh > Edit > Change the cycle monetary limit to 0.01 > Submit**

2. Pay the remaining balance

- Closing a card will automatically change the credit limit to \$0. Please pay any remaining balance prior to closing the account to avoid over limit fees.
- Closing a card will not necessarily prevent a merchant from posting a transaction. For example, such as when a purchase is authorized prior to cancellation. Please make sure you cancel or transfer all recurring payments.

3. Close the card in RBC NextLogic

- Access **Card Management >  icon > click Details** beside the card that needs to be updated
- Click **Refresh > Close Account**

Updating or Closing MULTIPLE Cards

This feature lets you adjust credit limits and make account updates to multiple cards at once

1. Log in to **RBC NextLogic** and select **Visa IntelliLink Spend Management**
2. Access **Card Management:**
 - a. Click **Administration > Administration Overview > Card Management**
3. Click  icon
4. Select the checkbox beside each cardholder's name > **Edit Selected Cards**

Tip: Click **Select All** to select all cards listed on the page. Only accounts selected on the current page view can be multi-card managed (maximum of 25 cards per page)

5. The **Update Accounts** pane opens. The number of accounts will be displayed on the top right corner

- **Updating cards:**
 - populate one or more fields that need to be updated for the selected accounts > **Submit**
- **Closing cards:**
 - Click **Close Accounts**