Interac e-Transfer®
for Business
User Guide

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INTERAC E-TRANSFER FOR BUSINESS

Interac e-Transfer for Business is a fast and convenient way to send money within the security of RBC Edge.

There is a One-Time Registration screen. To send payments using Interac e-Transfers for Business, you must provide a valid Canadian bank account number, or an email address/mobile number that has been registered for Autodeposit by your payee. Your business also needs to be registered for Interac e-Transfer for Business, you'll need to complete the One-Time Registration.

Important: Only a client's owned CAD Business Deposit Accounts (BDA) will be automatically enrolled for the service. Please note this is a charged service, refer to pricing guide/brochure.

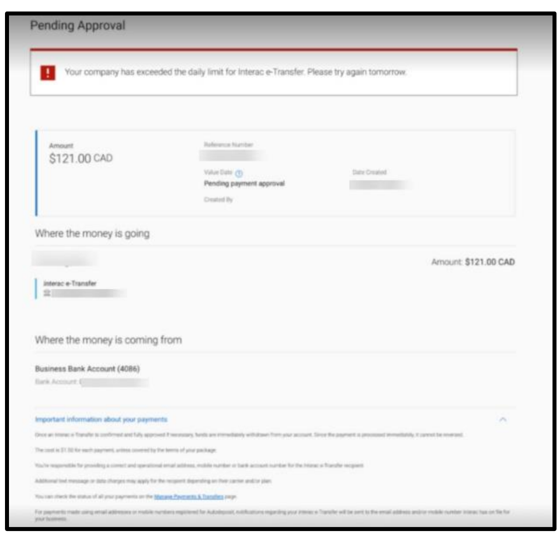
Important: RSA Hard or Soft Tokens are mandatory to Add/ Edit Payees and to approve Interac e-Transfers for Business payments. RBC Edge provide both hard and soft tokens for you to use. If you would like to use RSA Soft Tokens you must first order a Hard Token in order you can authenticate the Soft Token enrolment.

To order a hard token (required to assign Soft Tokens)

1. From RBC Edge, select **Manage People** under **Administration** from the left blue navigation menu banner.
2. Then select **User Administration** It will re-direct to RBC Express Platform
3. Select Order Tokens
4. Choose how many tokens are to be couriered to your business address

1.0 Interac e-Transfer for Business Limits

Interac etransfer for Business **per transaction** limit is **$25,000**, with a **daily limit** of **$200,000**. The final approver of the payment will be presented with the following message if the payment exceeds the daily limit.



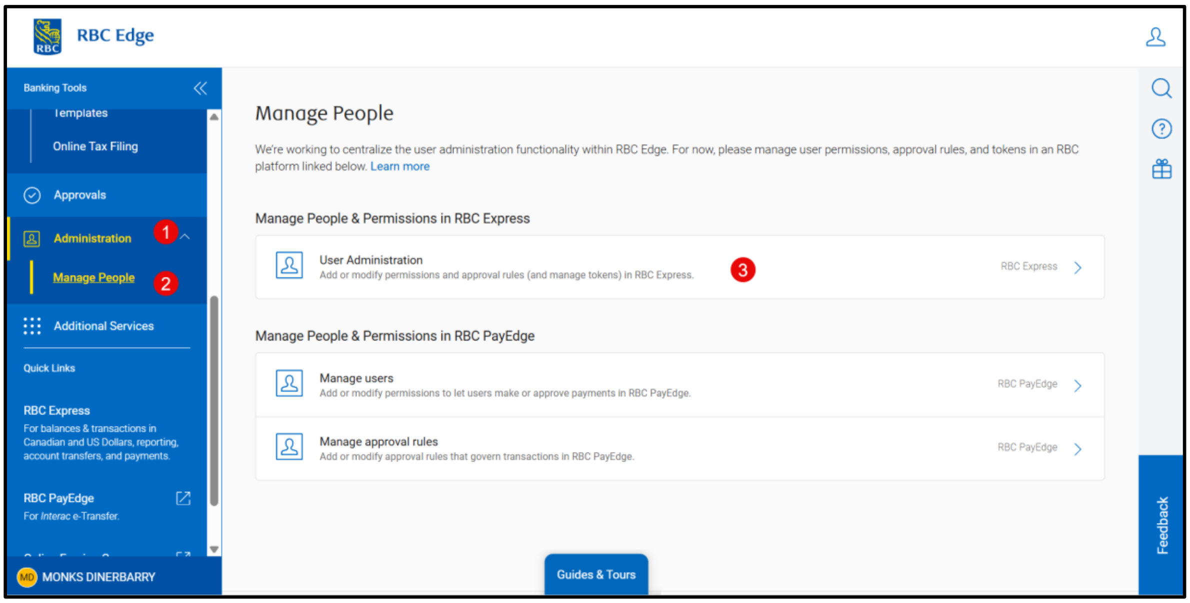
1.1 Set Up Permissions and approval rules for Interac e-Transfer for Business

Service Administrators will need to Assign Permissions Users for the Interac e-Transfer for Business product.

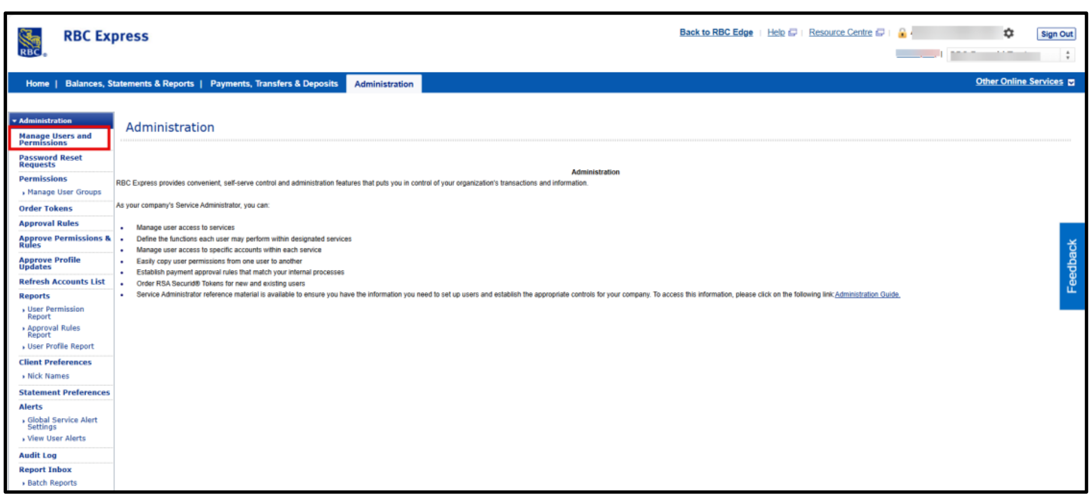
Important: Dual Administration for Interac e-Transfer for Business is mandatory. All User or User Group Permissions and payment Approval Rules established or modified by one Service Administrator must be approved by a second Service Administrator before they can take effect.

1.2 Permissions

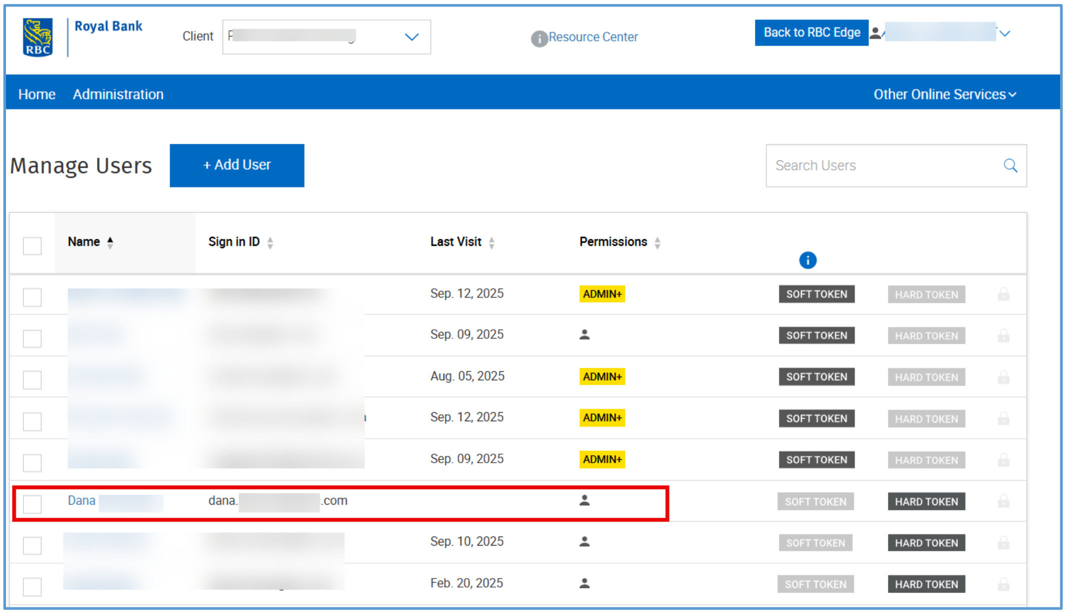
Select ***Administration >Manage >User Administration*** You'll be taken to the Administration page.



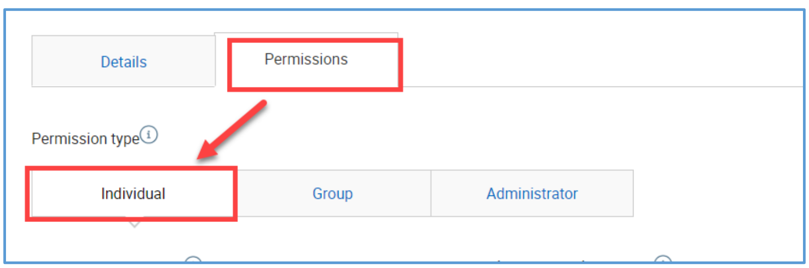
Select Manage Users and Permissions.



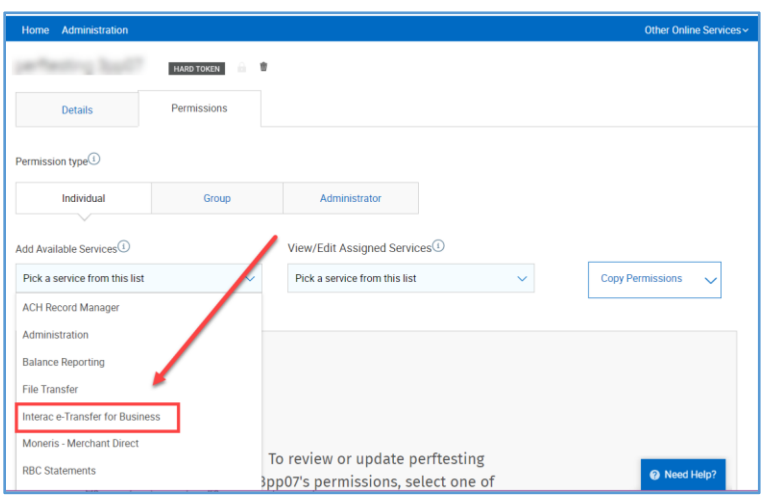
On the Manage Users page select the User you want to assign Interac e-Transfer for Business Permissions to.



Select ***Permissions>individual***



Select ***Available Services>Interac e-Transfer for Business***

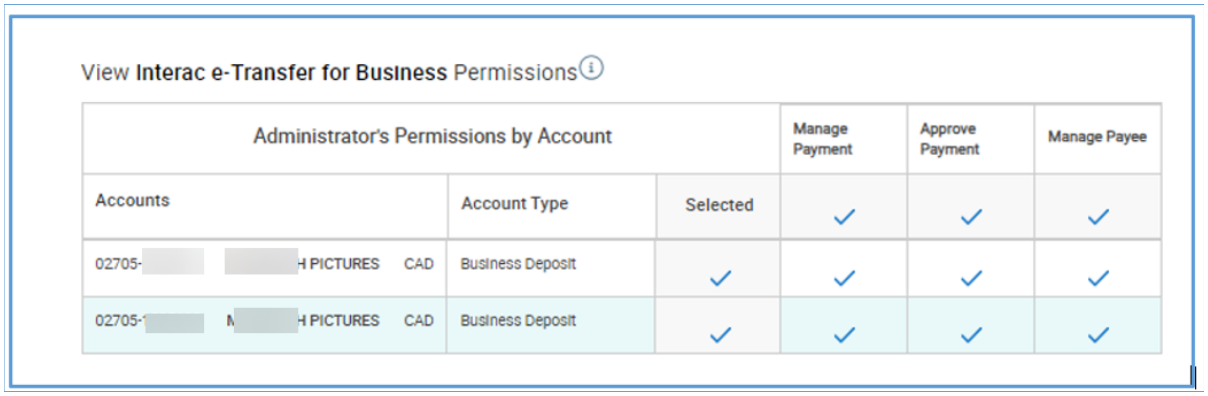


Setup the User's Permissions by choosing the account the permission the user is entitlement to by:

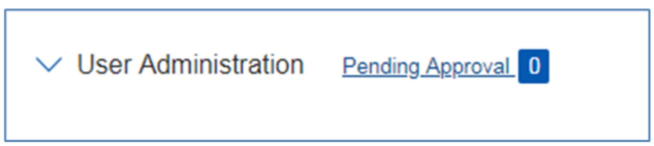
1. Select Edit

2. Select the account(s) and permission(s) to be entitled for the user

3. Click Save



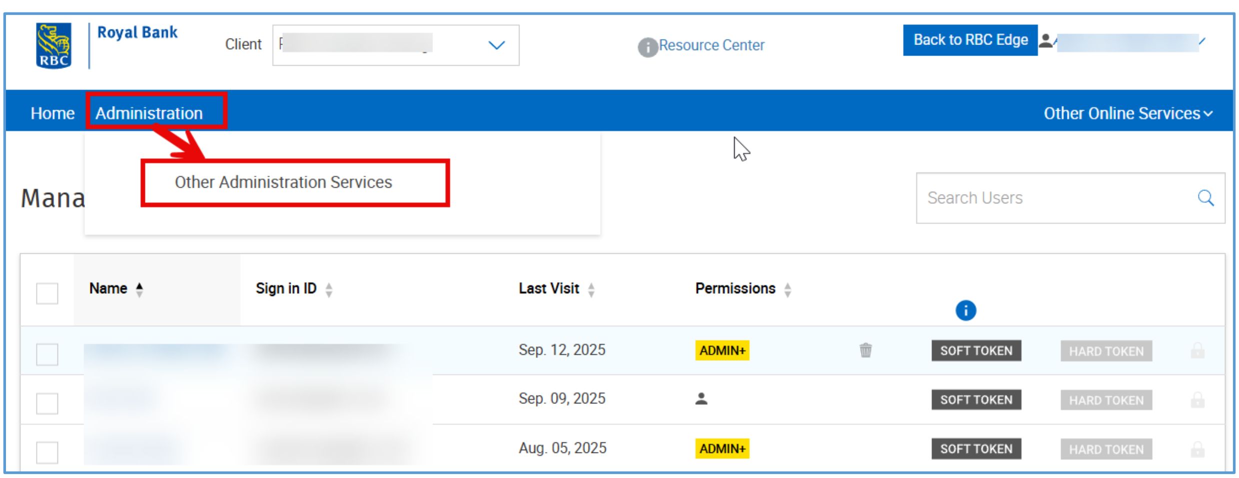
If Dual Administration is setup for Interac e-Transfer, all User Group/User permission modifications must be approved by a second Administrator before taking effect.



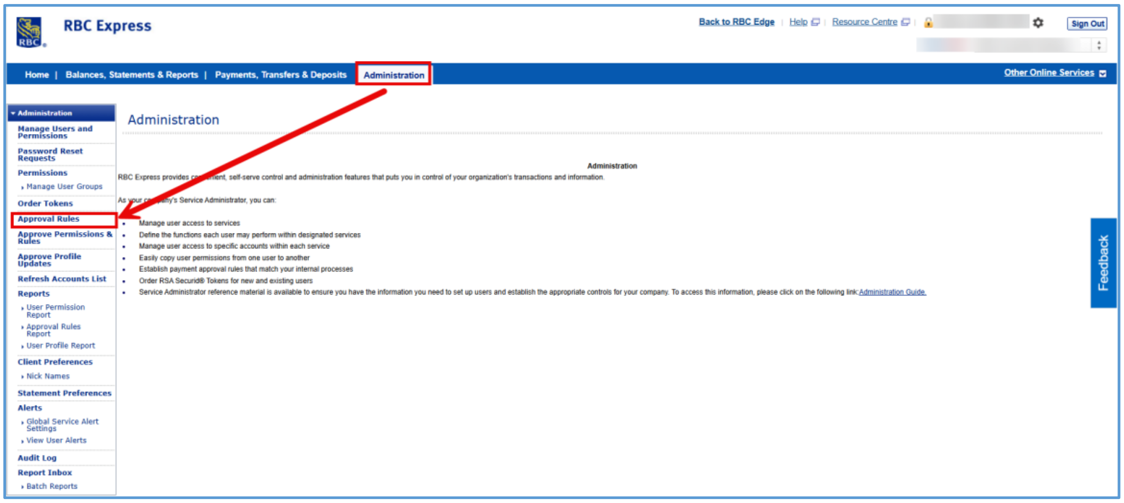
Next step is to Assign Approval Rules for the Interac e-Transfer for Business Product.

1.3 Approval Rules

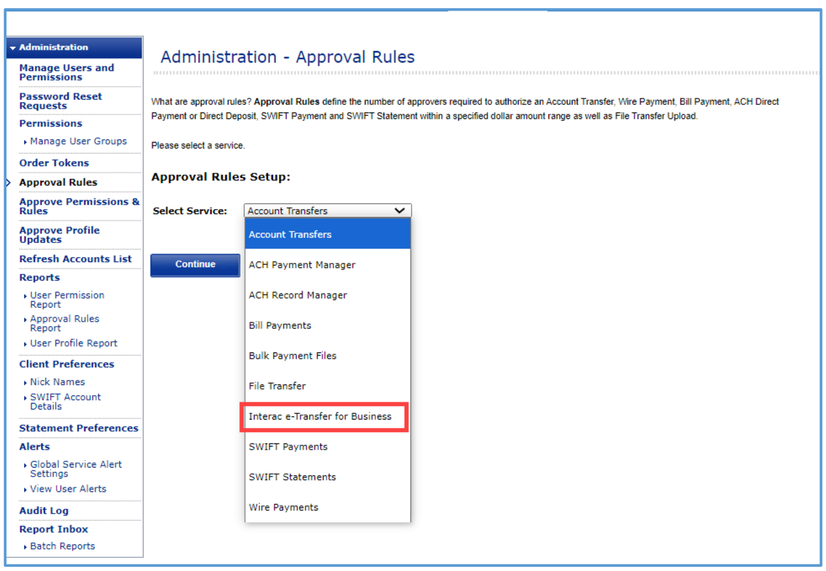
Setting up Approval Rules for the Internac e-Transfer for Business select ***Administration>Other Administration Services***



Select ***Approval Rules*** from the menu



From the drop down menu, select ***Interac e-Transfer for Business***

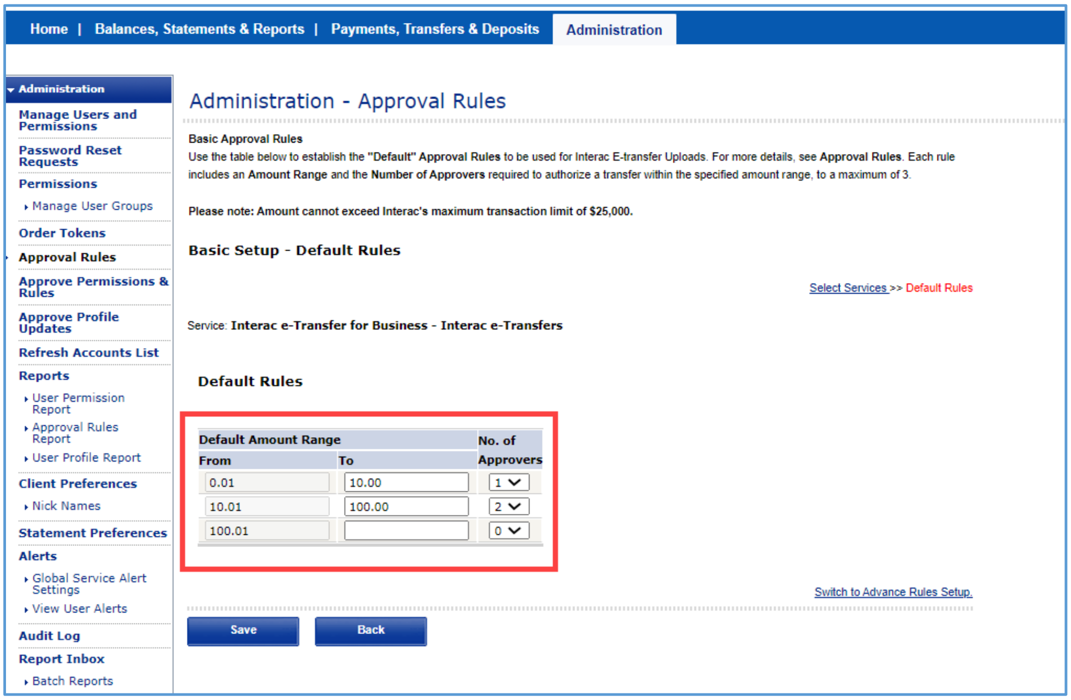


Helpful Tips: Applies to Basic and Advanced rules

In establishing the rules, there are two main types:
Basic set up - is ideal for clients whose payment approvers all have the same approval ability
Advanced set up - allows for a more structured approval flow: by organizing approvers into 3 groups and creating rules based on the groups
Note: an "approver" can be an Admin+ or user with permission to approve

Enter the approval ranges and the number of approvers.

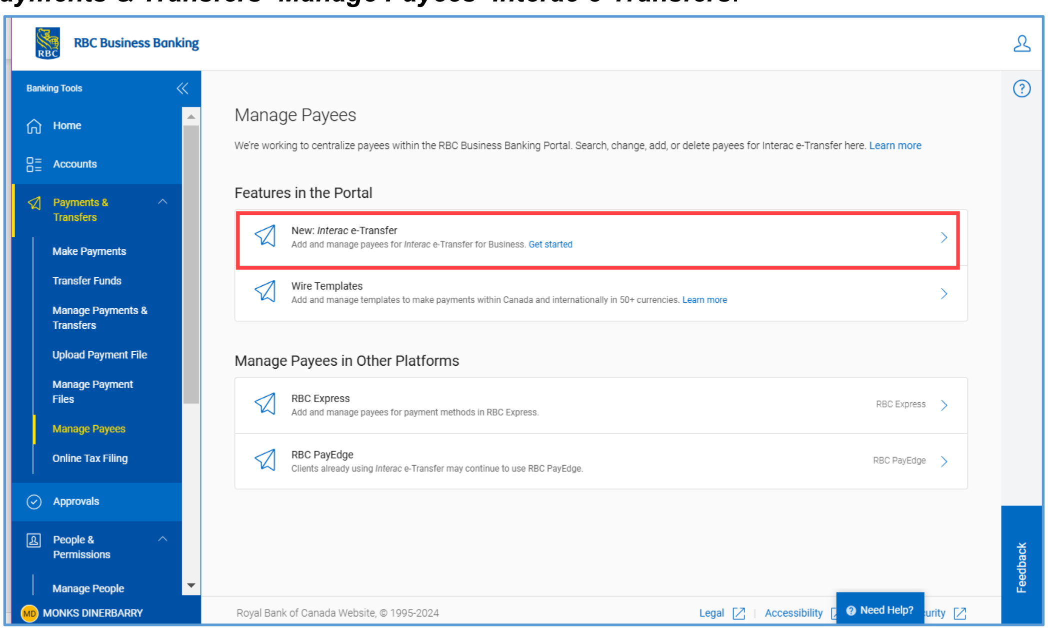
Note: The maximum transaction limit of $25,000 CAD will shown in rules.



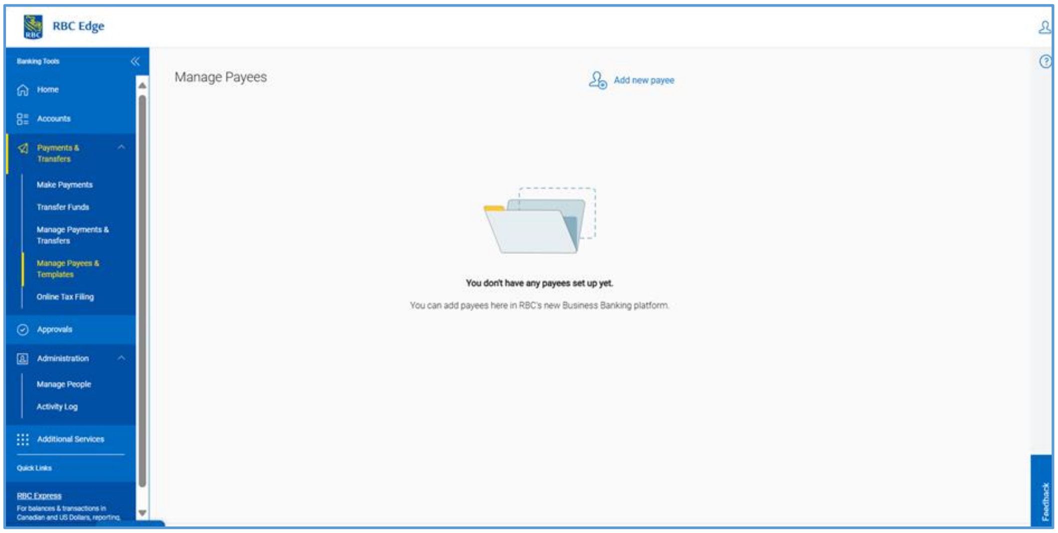
2.0 Interac e-Transfer for Business Customer Registration

One-Time Registration can only be completed by an Administrator with Service Access (Admin+)

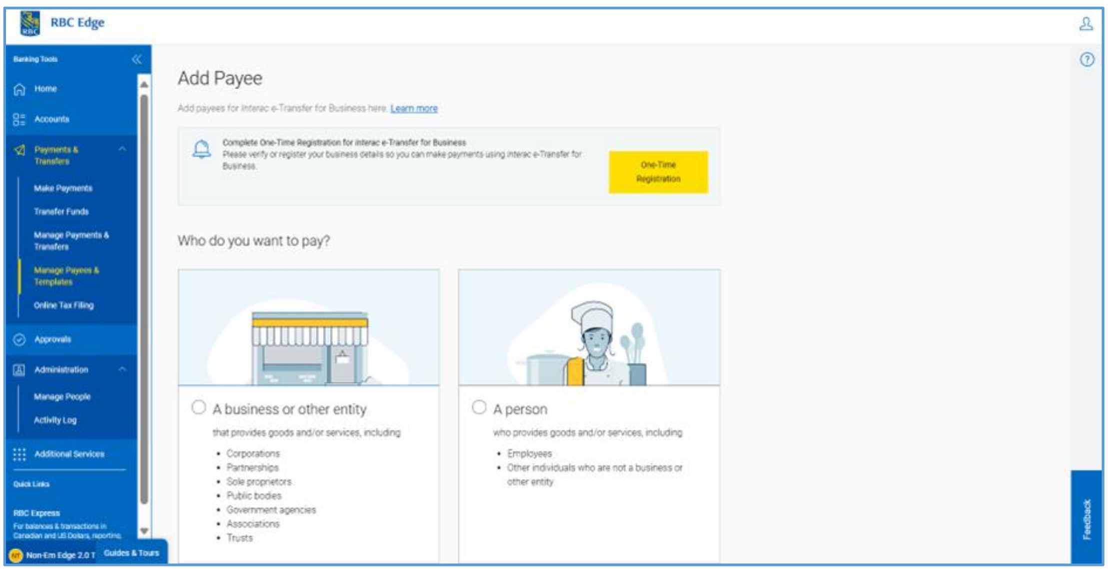
Select ***Payments & Transfers>Manage Payees>Interac e-Transfers***.



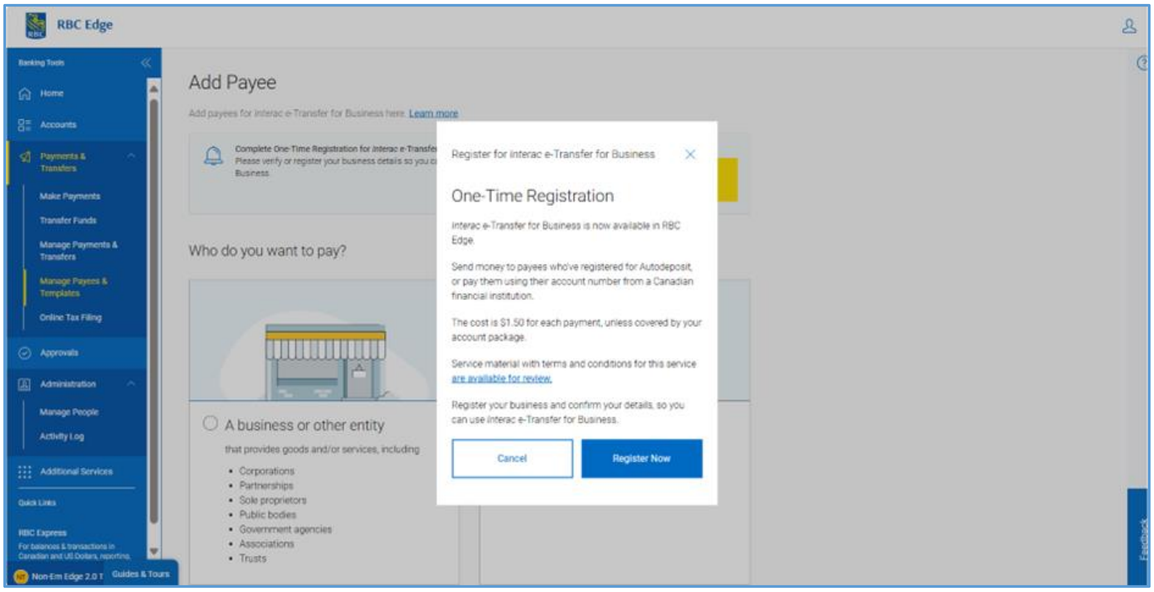
Select ‘***Add new payee***’ located at top of page.

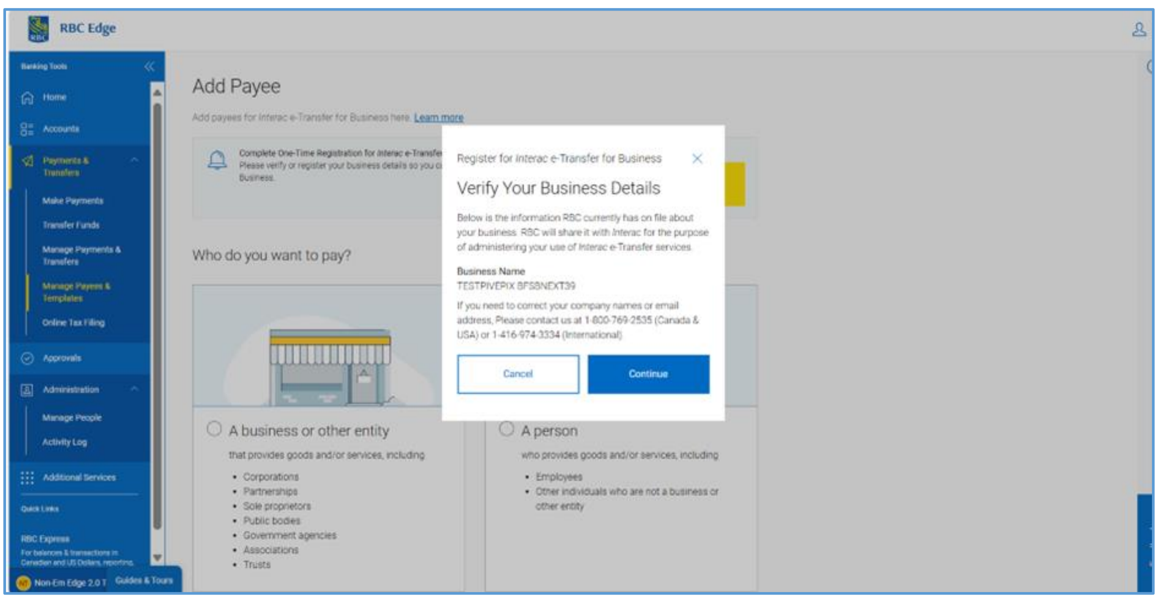


Select ‘***One-Time Registration***’.

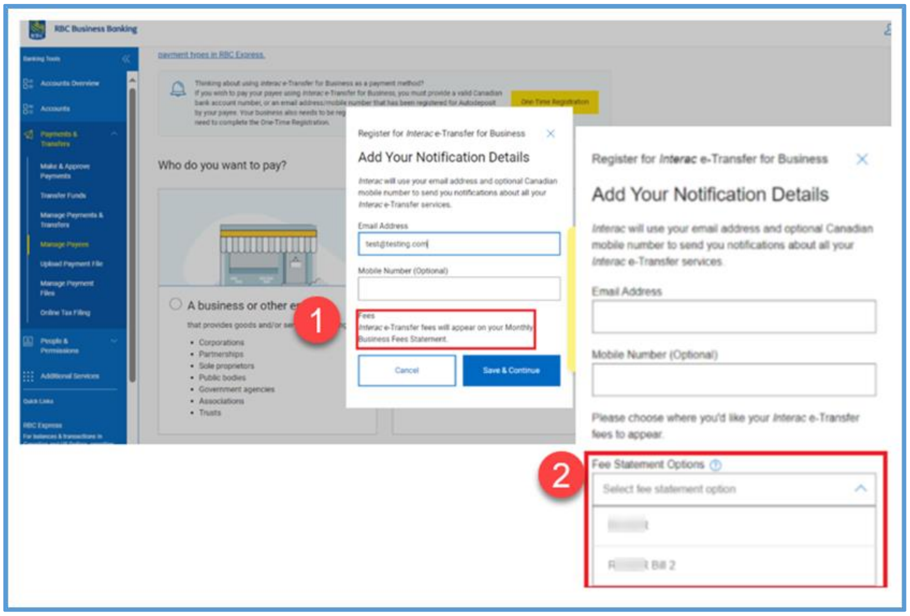


If your business is not registered complete one-time registration flow. If already registered you will need to verify registration.

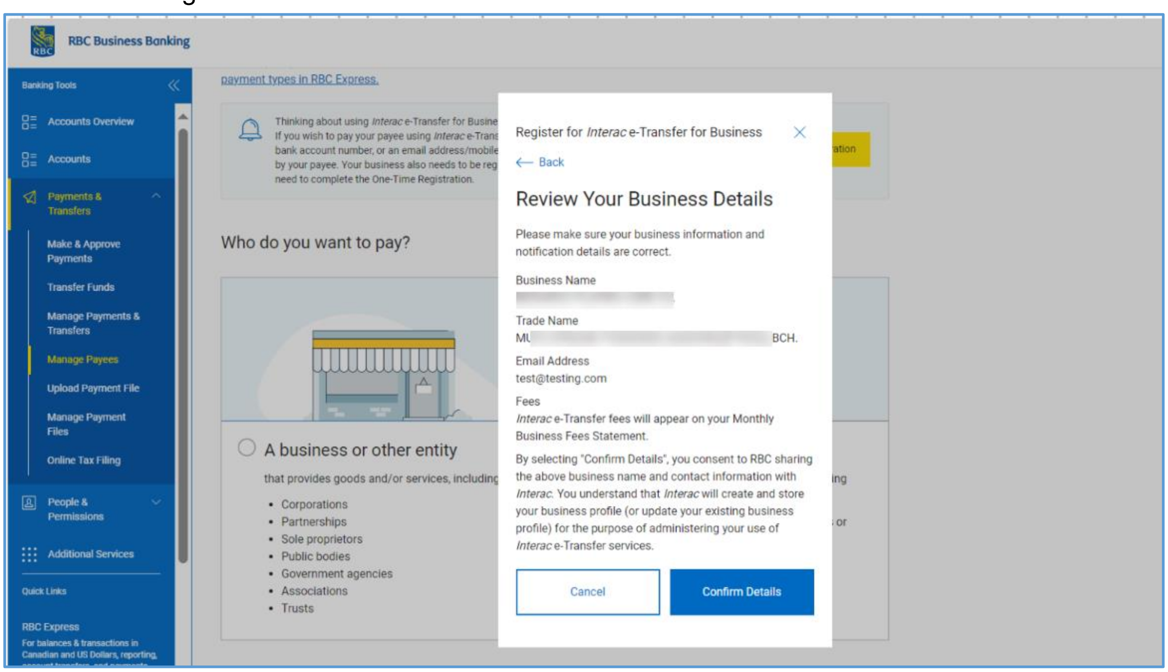




If you have a single Fee Statement you will see #1 , if your Business has multiple Fee Statements you have the option to select from drop down the Fee Statement Option for Interac e-Transfer for Business fees (#2).



Confirmation of Registration.



2.1 Changing your Business email address

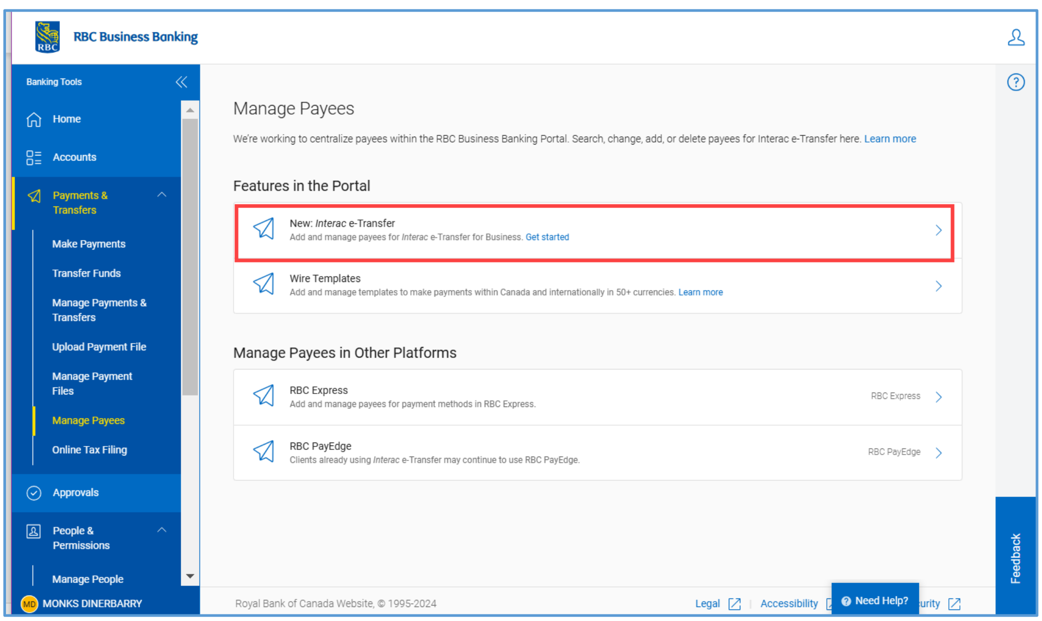
If your Business has a change of email address please contact the Client Support Centre for assistance:

Canada & USA	**1-800-ROYAL-35 (1-800-769-2535)** Sunday: 7:00 PM – 2:30 AM EST Monday – Thursday: 7:30 AM – 2:30 AM EST Friday: 7:30 AM – 9:00 PM EST
International Support	**+1-416-974-3334** Sunday: 7:00 PM – 2:30 AM EST Monday – Thursday: 7:30 AM – 2:30 AM EST Friday: 7:30 AM – 9:00 PM EST

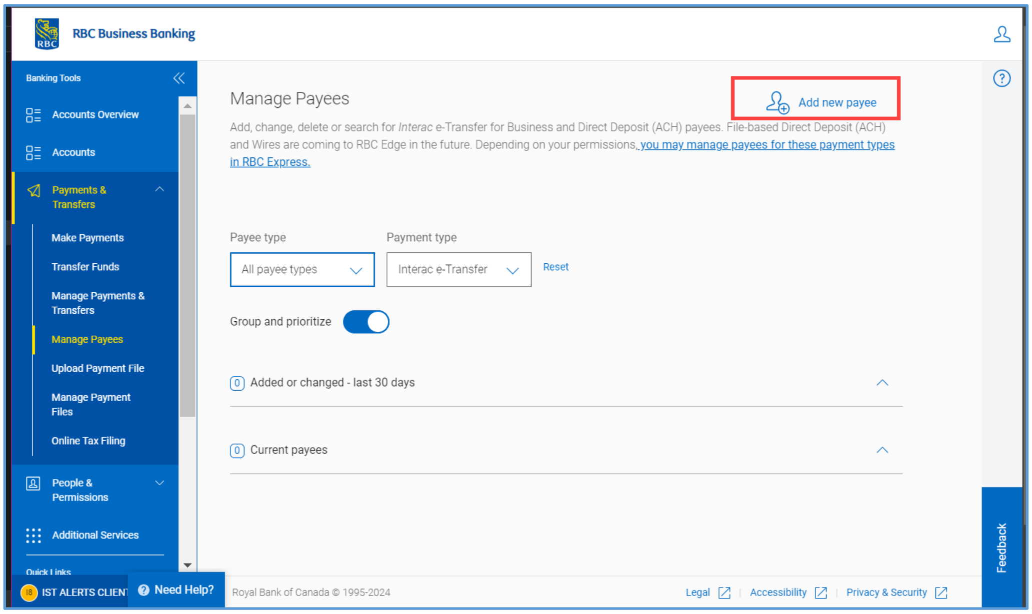
3.0 ADD PAYEE

To Add a Payee this is performed by Users that have been set up with Permissions for the Interac e-Transfer for Business product. You will need to complete this process for each Payee.

Select ***Payments & Transfers > Manage Payees > Interac e-Transfers***

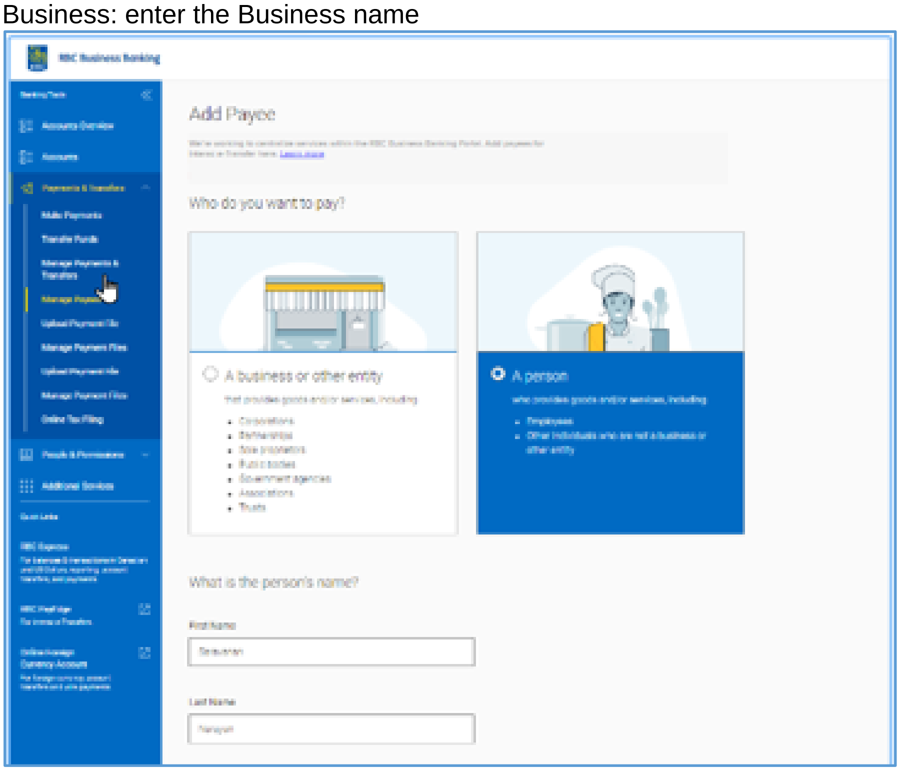


Select '***Add new payee***' located at top of page.

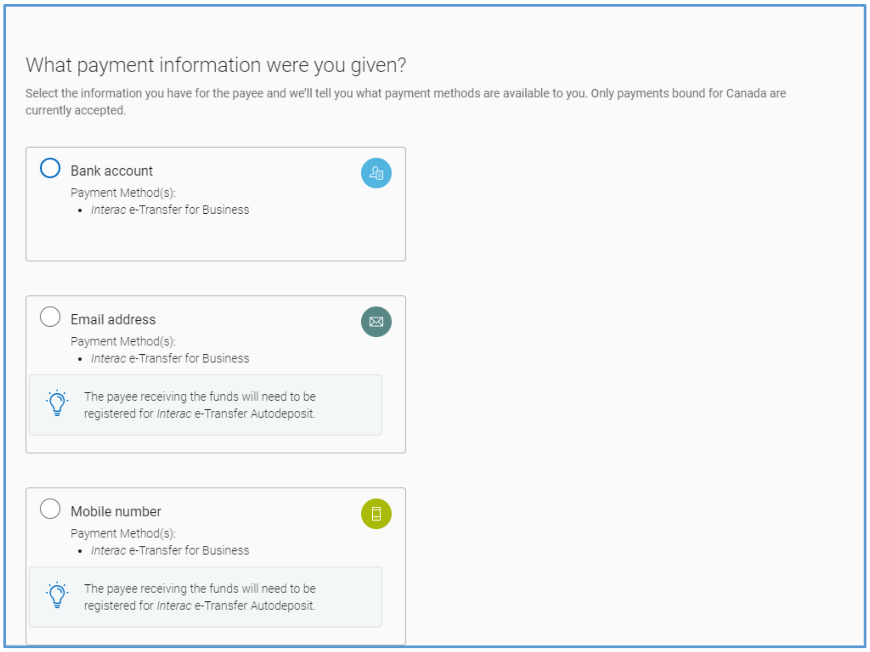


You have the option to select person or business:

- Person: enter the first and last name
- Business: enter the Business name

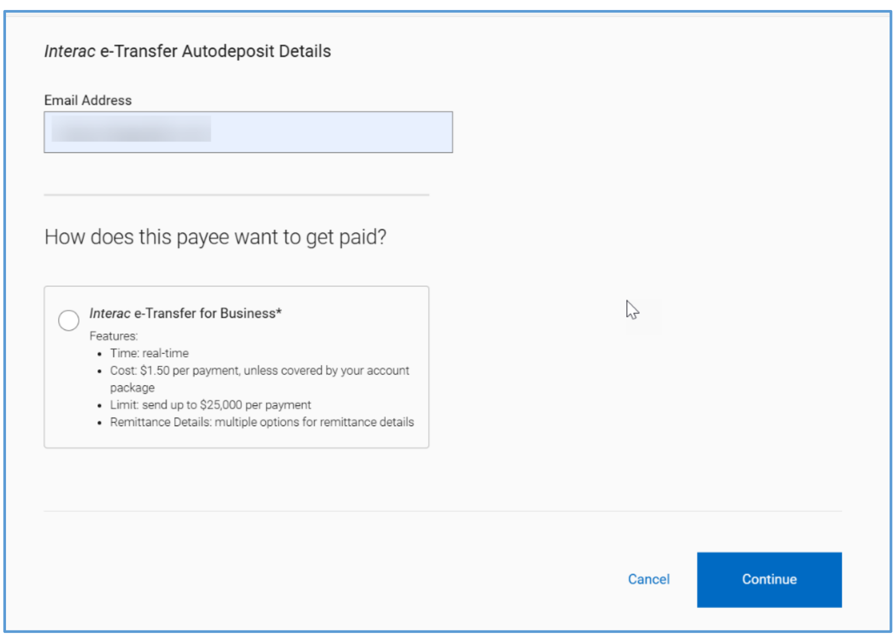


Enter the details for Payment Information you were given: Input payment details e.g. account, email or mobile.

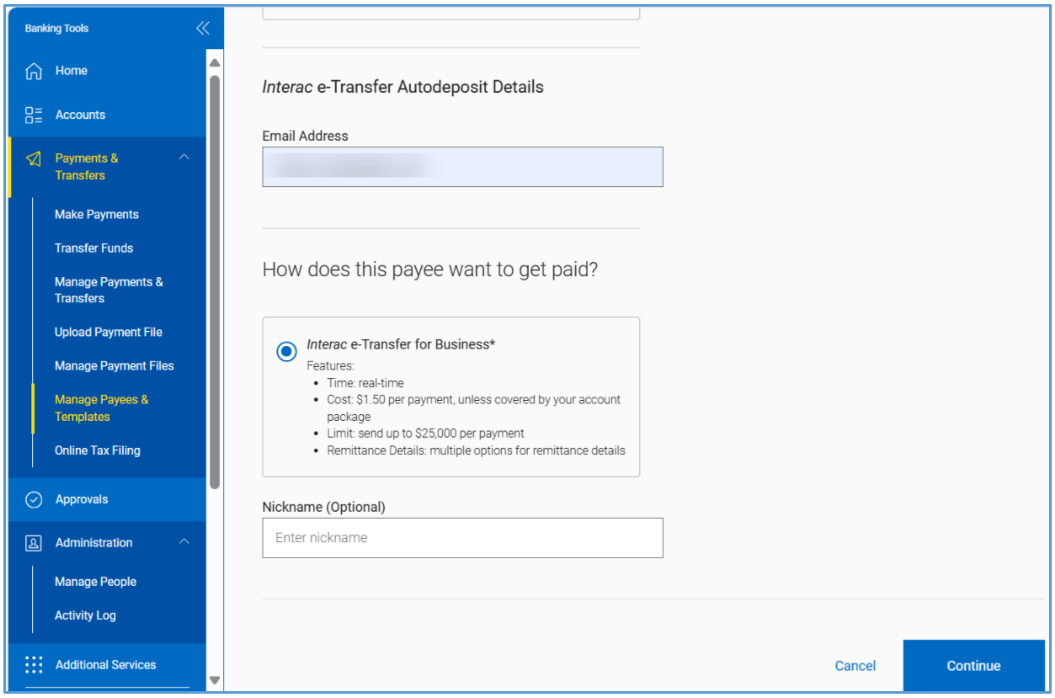


Enter email address to confirm email is registered with Autodeposit.

"If your payee is not registered for Autodeposit, you can send Interac e-Transfer payments using an account number. Autodeposit is the recommended way for Interac clients to add security to their payments.



Click on the Interac e-Transfer for Business button and enter Nickname for this payee (optional). Click Continue.



Confirmation the added Payee – You are prompted to enter Token details to complete the addition. Note: A token is required to add/edit payees for Interac e-Transfer for Business.

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To order a hard token (required to assign Soft Tokens)

1. From RBC Edge, select **Manage People** under **Administration** from the left blue navigation menu banner.
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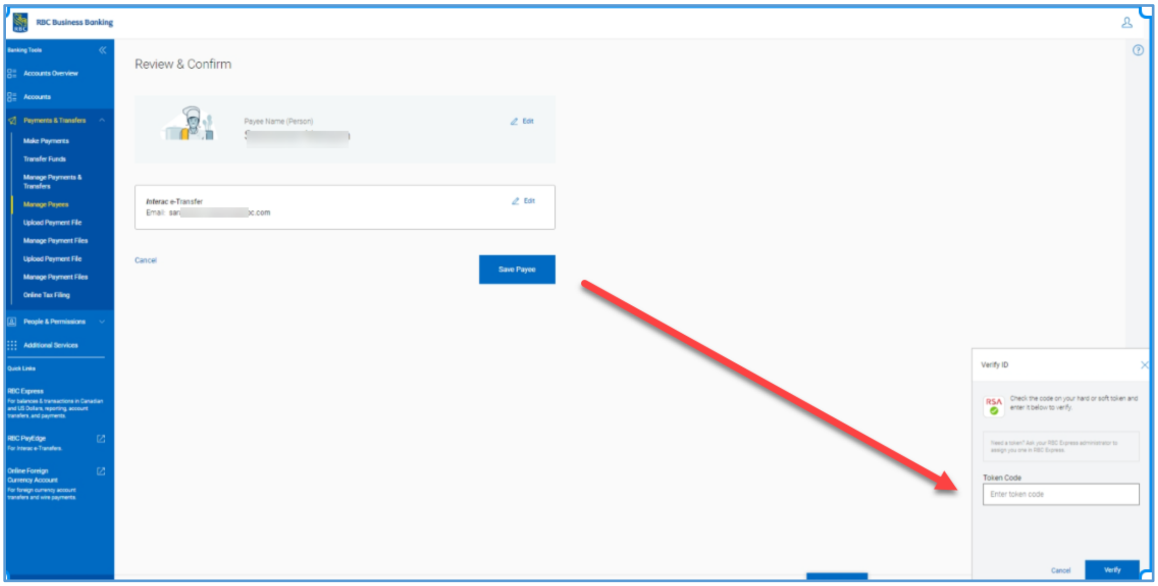
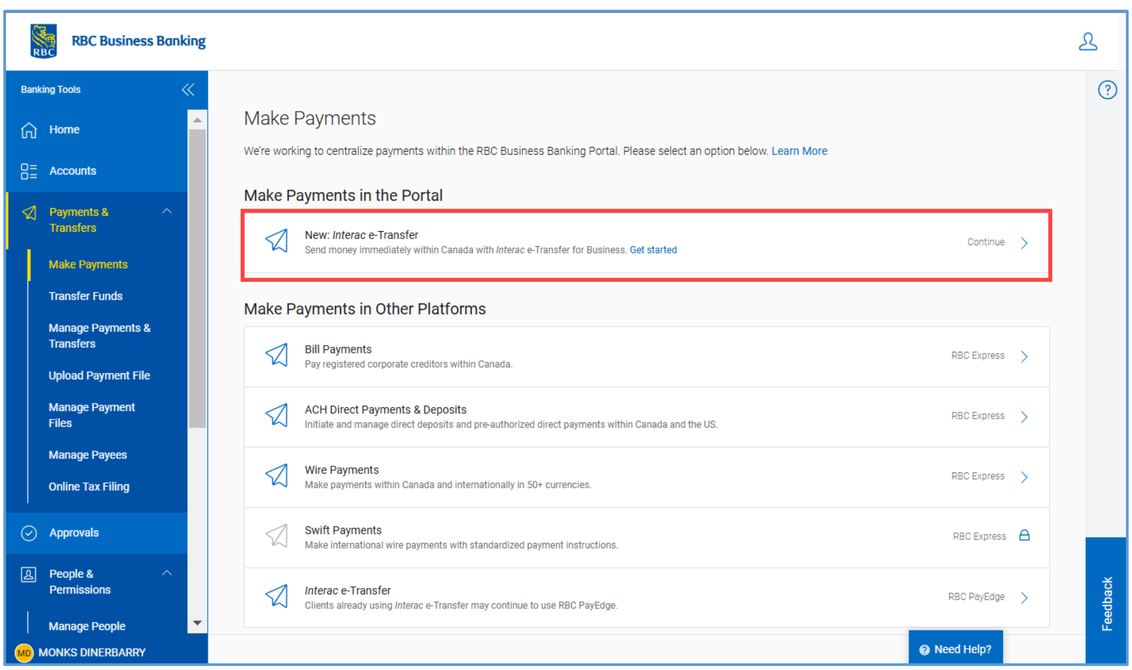
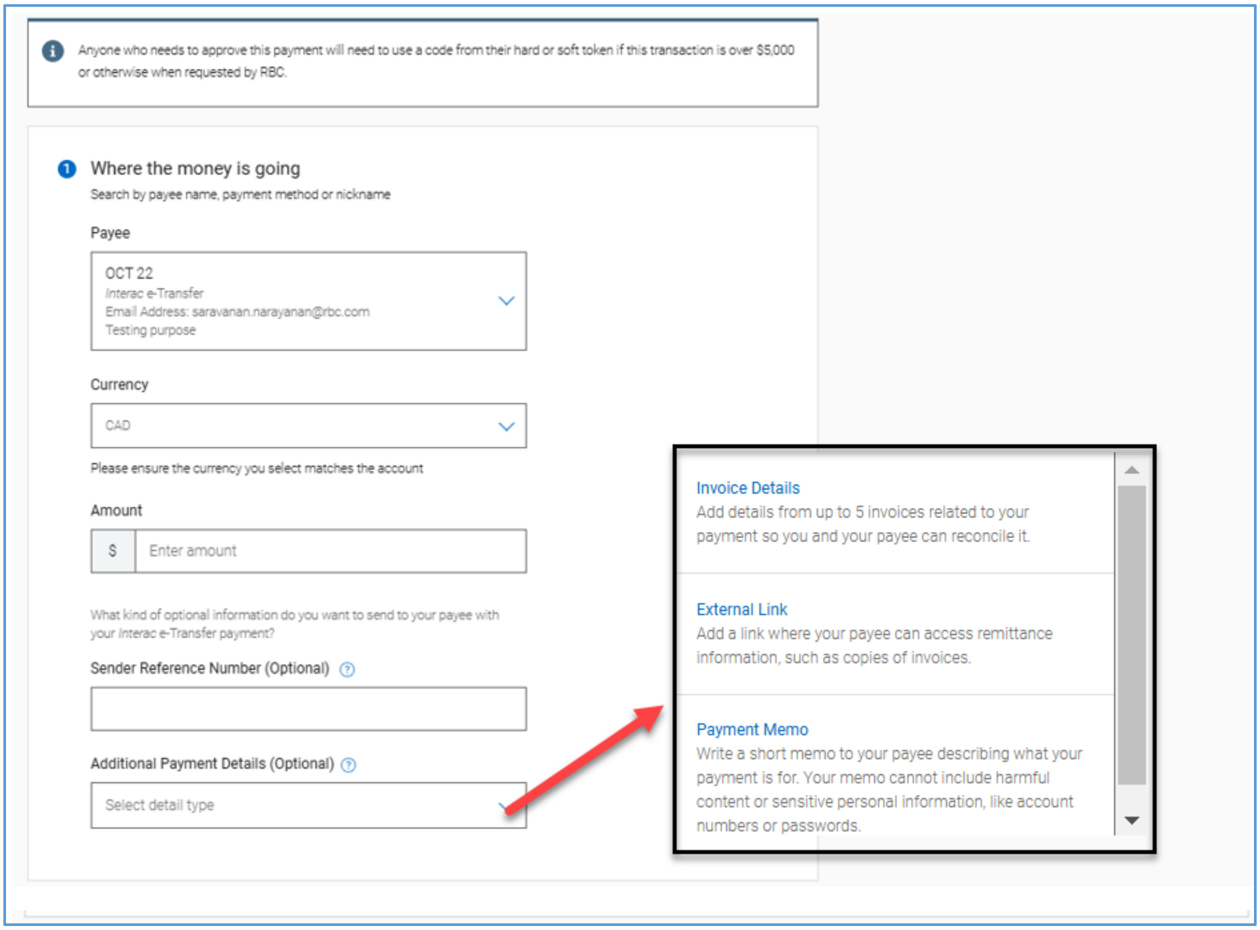


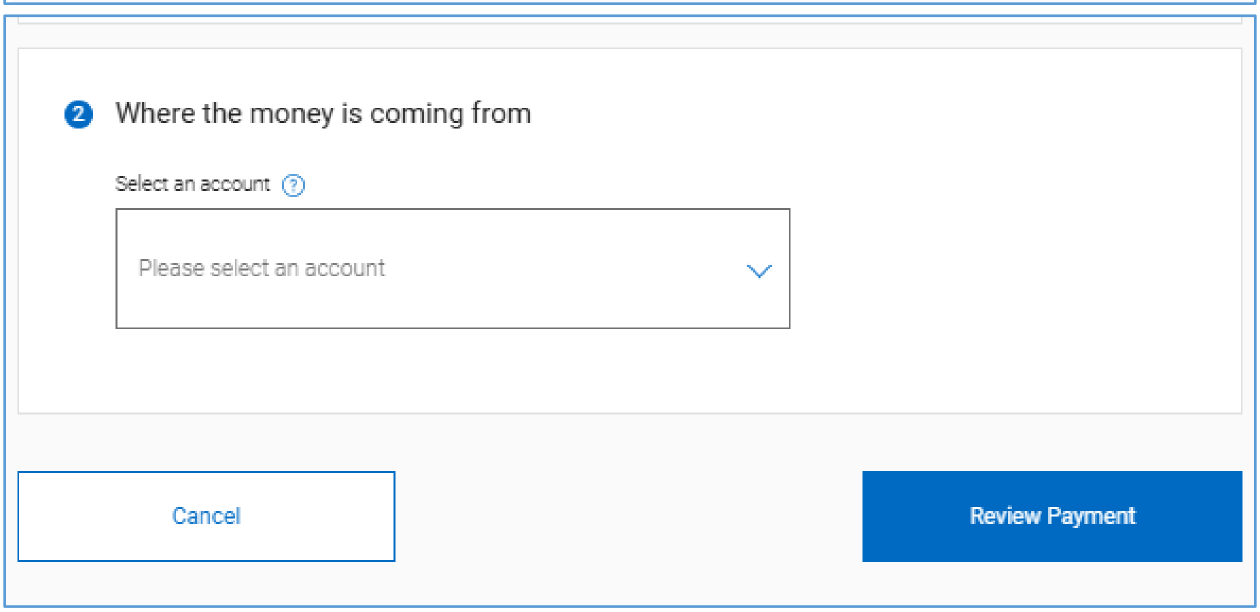
4.0 MAKE PAYMENT

In order to Make an Interac e-Transfer payment select ***Payments & Transfers> Make Payments> Interac e-Transfers.***

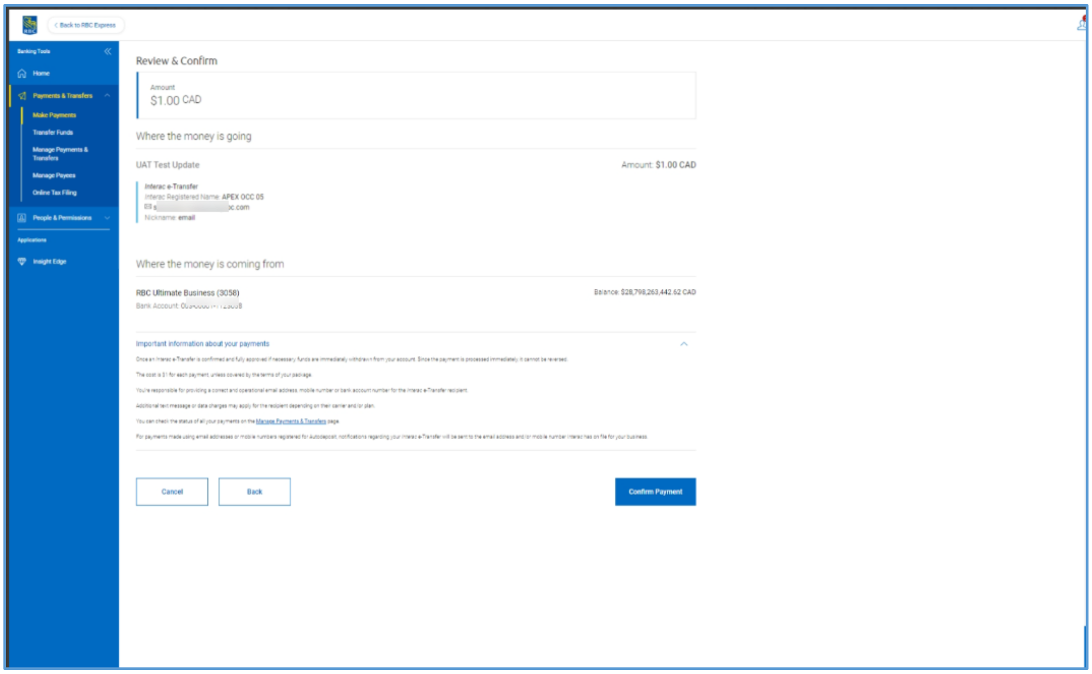


Enter from the drop down fields: the Payee, currency (CAD Only) and amount for your payment. You can also add Invoice Details (Up to 5), an External Link (URL) and a Payment Memo (text entry)


Anyone who needs to approve this payment will need to use a code from their hard or soft token if this transaction is over $5,000 or otherwise when requested by RBC.
Where the money is going
Search by payee name, payment method or nickname
Payee
OCT 22
Interac e-Transfer
Email Address: saravanan.narayanan@rbc.com
Testing purpose
Currency
CAD
Please ensure the currency you select matches the account
Amount
$
Enter amount
What kind of optional information do you want to send to your payee with your Interac e-Transfer payment?
Sender Reference Number (Optional)
Additional Payment Details (Optional)
Select detail type
Invoice Details
Add details from up to 5 invoices related to your payment so you and your payee can reconcile it.
External Link
Add a link where your payee can access remittance information, such as copies of invoices.
Payment Memo
Write a short memo to your payee describing what your payment is for. Your memo cannot include harmful content or sensitive personal information, like account numbers or passwords.

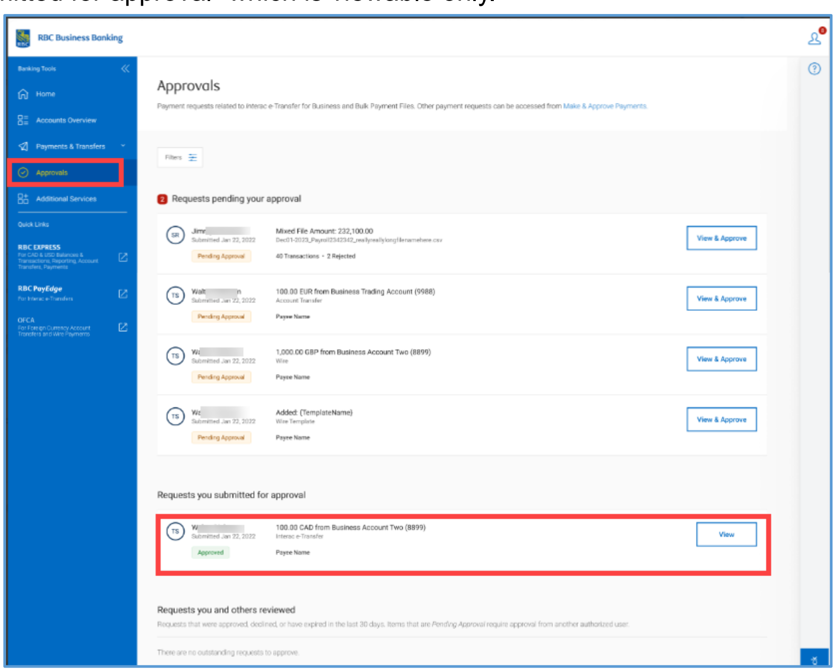

Where the money is coming from
Select an account
Please select an account
Cancel
Review Payment

Review and confirm.



5.0 APPROVALS

Click on View and Approve (to approve payments) .The section highlighted in red showcases items that the user has submitted for approval- which is viewable only.



Select from Icons a bottom of page to Reject or Approve Payment.

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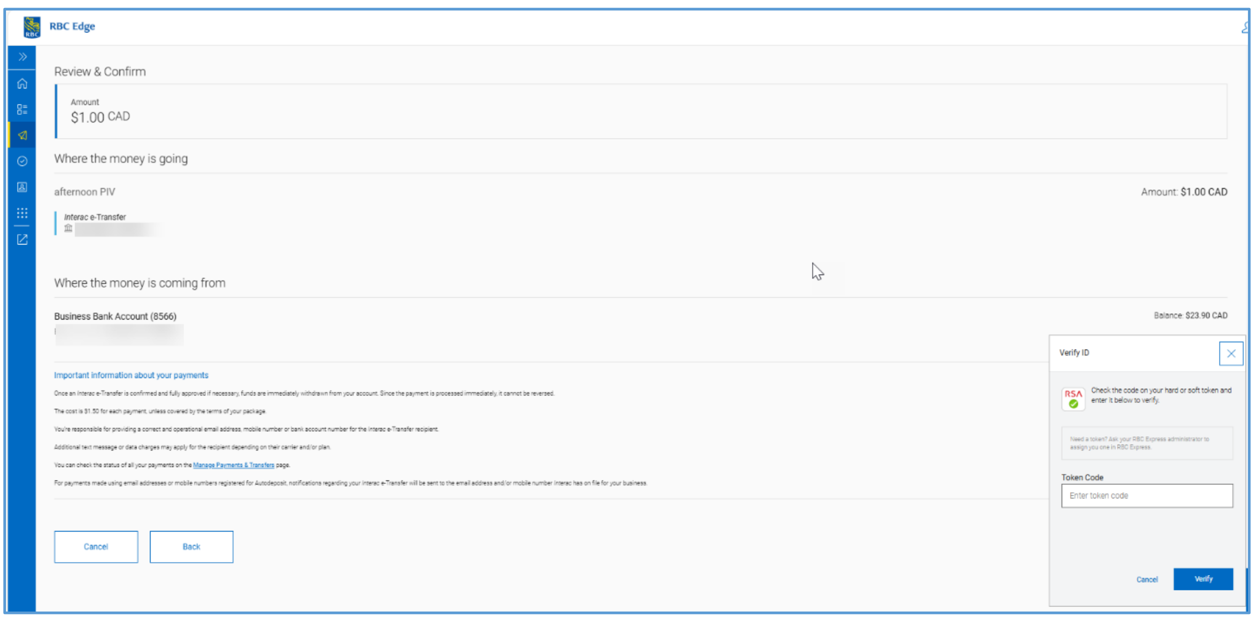
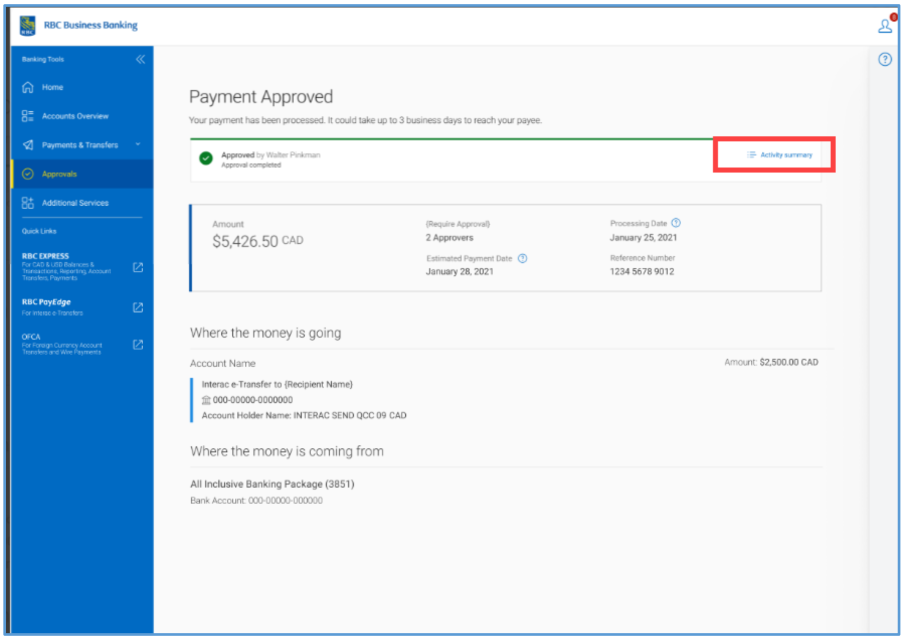


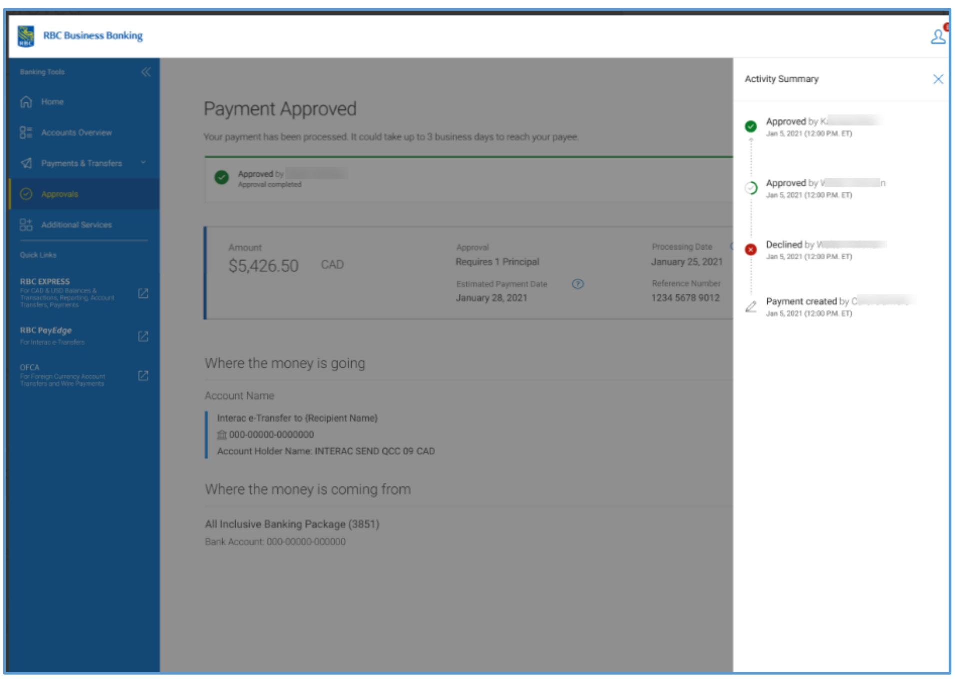
6.0 ACTIVITY SUMMARY

Activity Summary captures who created/approved actions click on Activity Summary.

When an Interac e-Transfer transaction is in "Pending Completion" status, you can select the item from Manage Payments & Transfers for updates on the transaction's status.



Right-side card displays all the Activity Summary details from creation to approvals, who performed those actions with date and time.

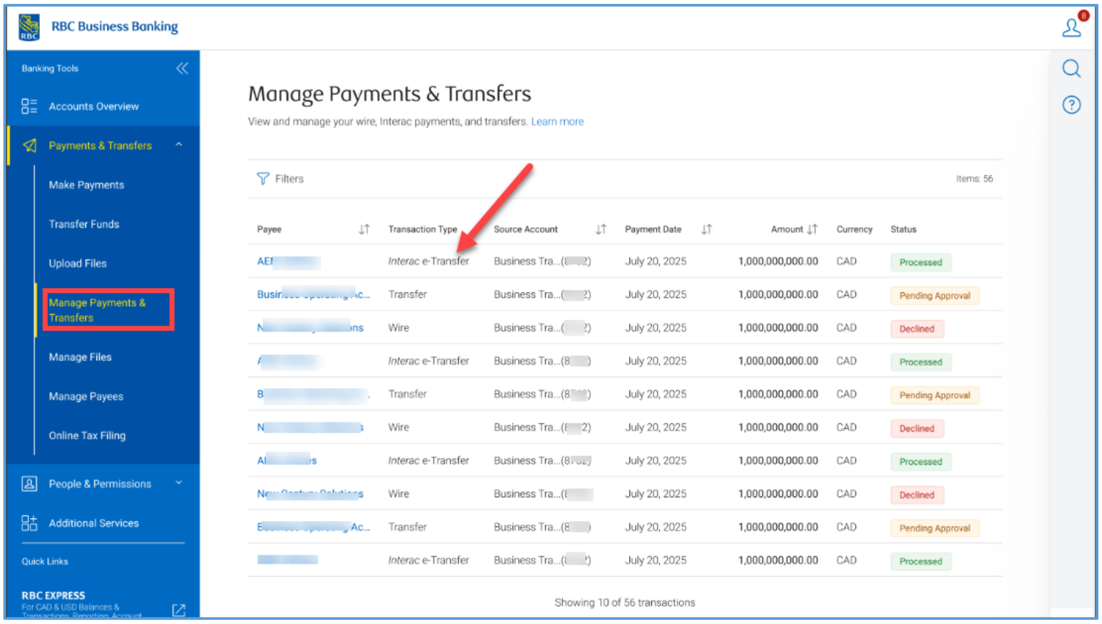


7.0 MANAGE PAYMENTS & TRANSFERS

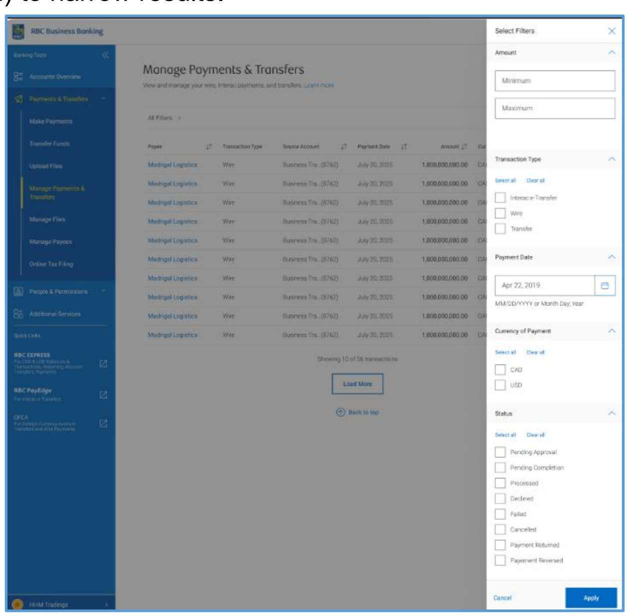
On the left navigation menu select **Payments & Transfers > Manage Payments & Transfers.**

When an Interac e-Transfer transaction is in "Pending Completion" status, you can select the item from Manage Payments & Transfers for updates on the transaction's status.

Will show activity history for last 90 days.



Use Filters (right-side card) to narrow results.



8.0 CLIENT SUPPORT CENTRE

Our Client Support Representatives are also available to provide additional assistance when required.

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