Business Accounts and Cash Management Solutions

DOING BUSINESS

Corporate File Transfer

User Guide

BANQUE NATIONALE

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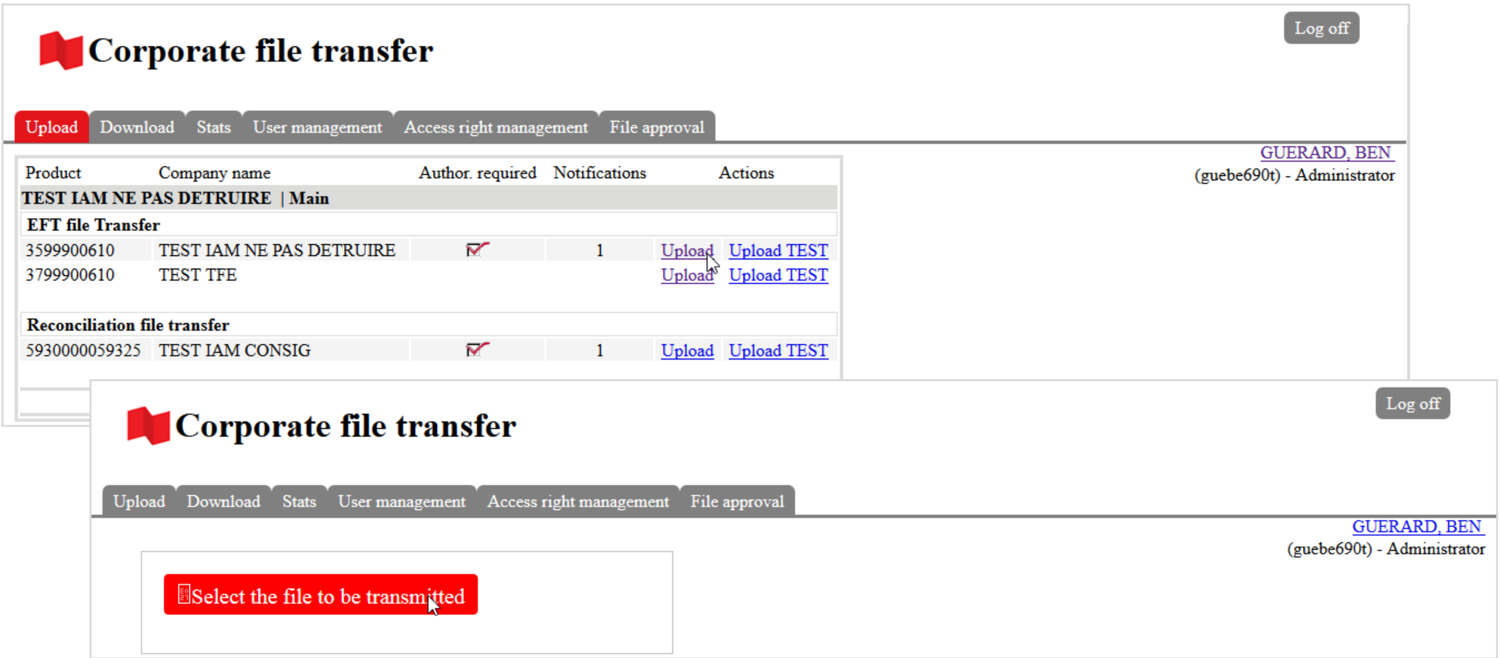
Section 1 – Uploading and downloading files

Upload

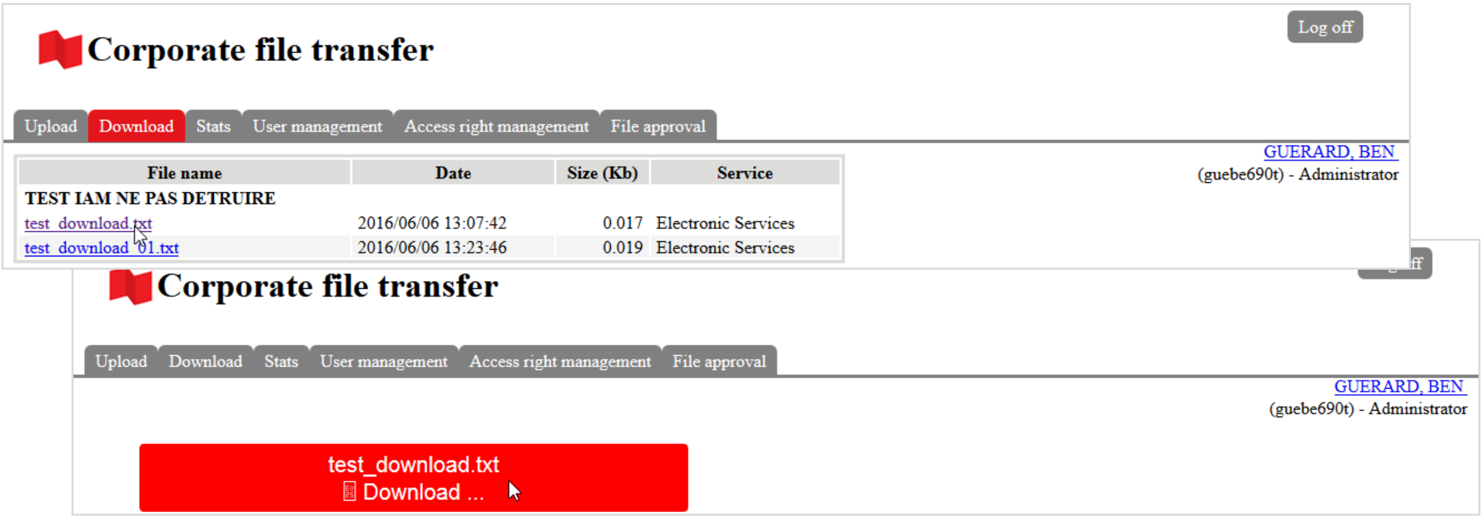
Administrators, users and approvers can send files for processing over HTTPS in the **Upload** tab. This action is only available for products to which the business subscribes.



1. Click on the link **Upload** of the file to be transferred in the **Actions** column.
2. Click on **Select the file to be transmitted**.
3. Select the file to upload and click on **Ok**.

Download

Administrators, users and approvers can download files and reports in PDF format in the **Download** tab. This action is only available for products to which the business subscribes.



1. Click on the link of the file to be downloaded in the **File name** column.
2. Click **Dowload**.

Stats

Administrators, users and approvers can view the last 3 files they transferred and the file status in the **Stats** tab.

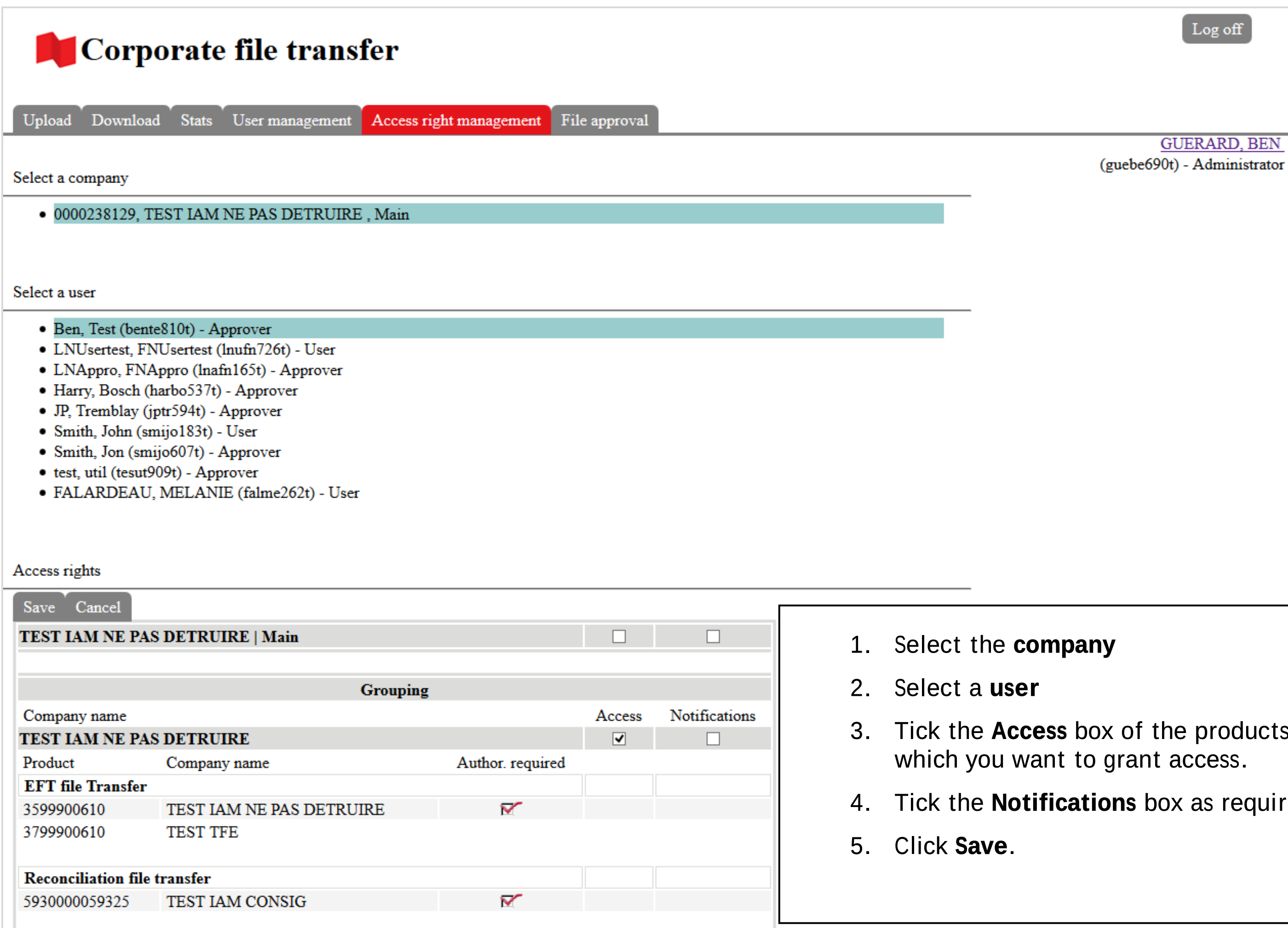
User management

Administrators and user administrators can create and manage users, assign roles, generate temporary passwords and view requests assigned to them in the **User management** tab.

When you select the User management tab, the system will open a new window. Refer to section 2 of this user guide in order to manage the users. It is mandatory to give access rights to the users.

Access right management (mandatory for all users)

The **Access rights management** tab allows administrators and user administrators to manage the access rights of users and approvers to the CFT transmitters (CFT mailboxes) created for sending and receiving files. This action is only available for products to which the business subscribes.



1. Select the **company**
2. Select a **user**
3. Tick the **Access** box of the products to which you want to grant access.
4. Tick the **Notifications** box as required.
5. Click **Save**.

File approval

If the company has signed up for the **Validation and Authorization of Files** option, administrators and approvers can check the content of a sent file and approve the transfer in the **File approval** tab. This action is only available for products to which the business subscribes.

Note: The Validation and Authorization of Files option is not available with the Intercurrency Multipayment service.

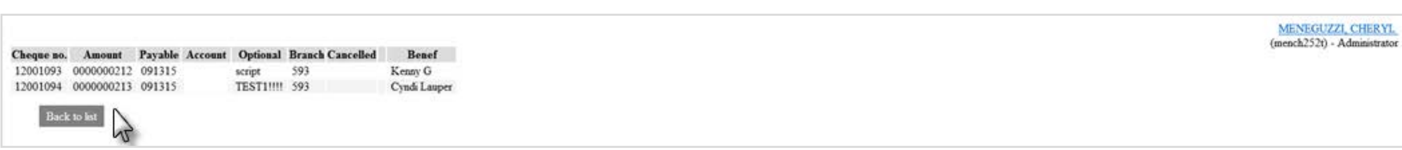
Searching for a file

When you click on the **File approval** tab, all files pending approval are displayed. You can use the search criteria to search for a file.

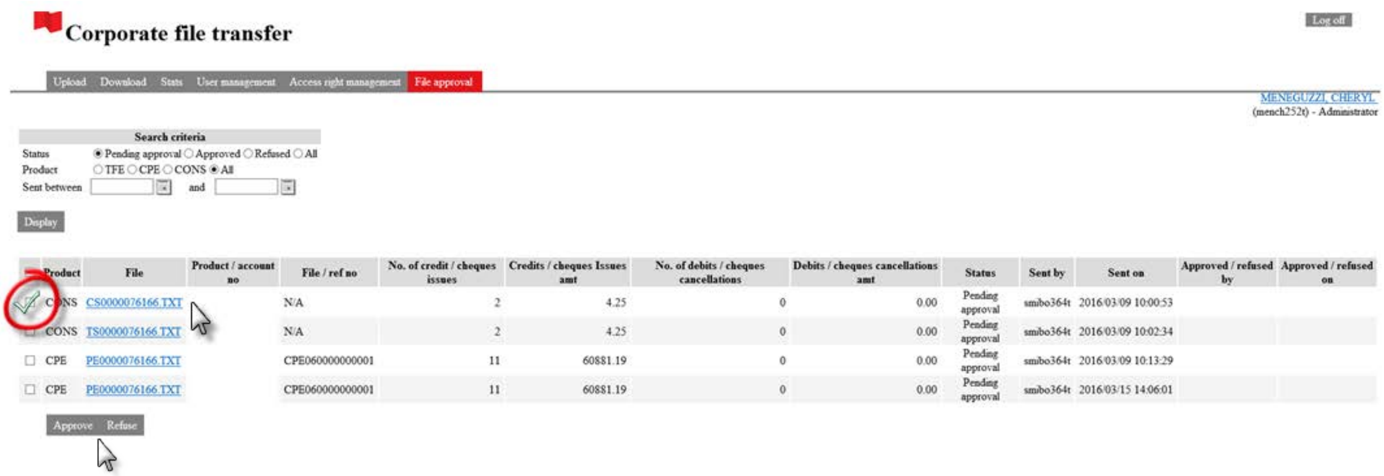
1. Select a **Status**.
2. Select a **Product**.
3. Enter the dates in the “Date” field.
4. Click **Display**.

Viewing the contents of a file

1. Click on the link in the **File** column. The details will be displayed.
2. Click **Back to list** at the bottom of the page to go back to the list of files.



Approving and refusing files



1. Select the file to be approved or rejected by ticking the box in the left-hand column.
2. Click **Approve** or **Refuse**.
3. A confirmation message will appear

If a file is refused, the administrator, user or approver who submitted the transfer will receive an email telling them to contact the administrator or approver to know the reason why.

Section 2 – User management

Managing your information

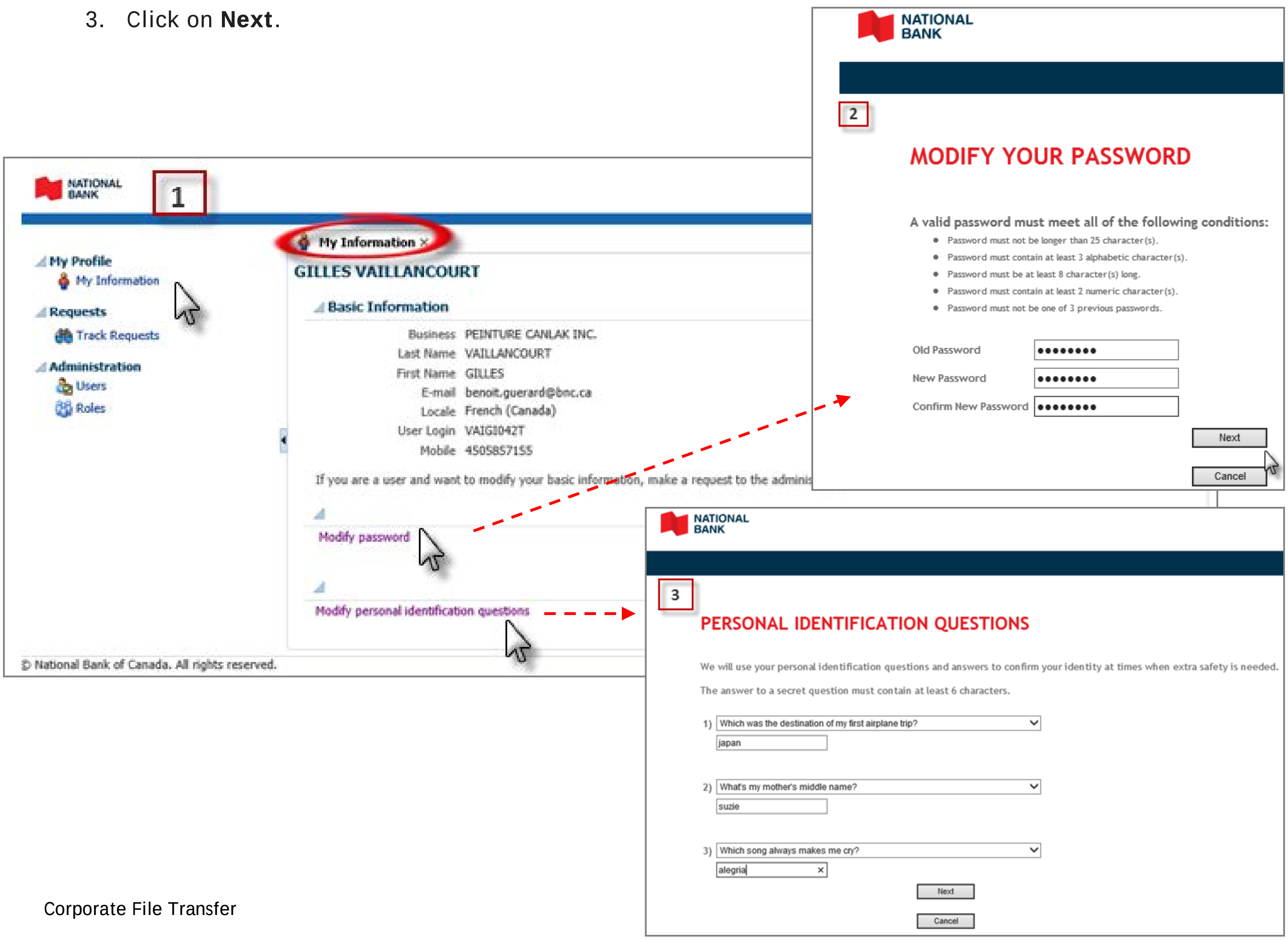
You can view and manage information via the **My information** tab. To access it, click on **My information** in the left-hand menu.

Changing your password

1. Click on **Modify password**. The **Change your password** page will open.
2. Enter your current password in the **Old Password** field.
3. Enter your new password in the **New Password** field.
4. Confirm your new password in the **Confirm New Password** field.
5. Click on **Next**.

Changing your personal identification questions

1. Click on **Modify personal identification questions**.
2. Choose three questions and enter your answers in the fields provided.
3. Click on **Next**.



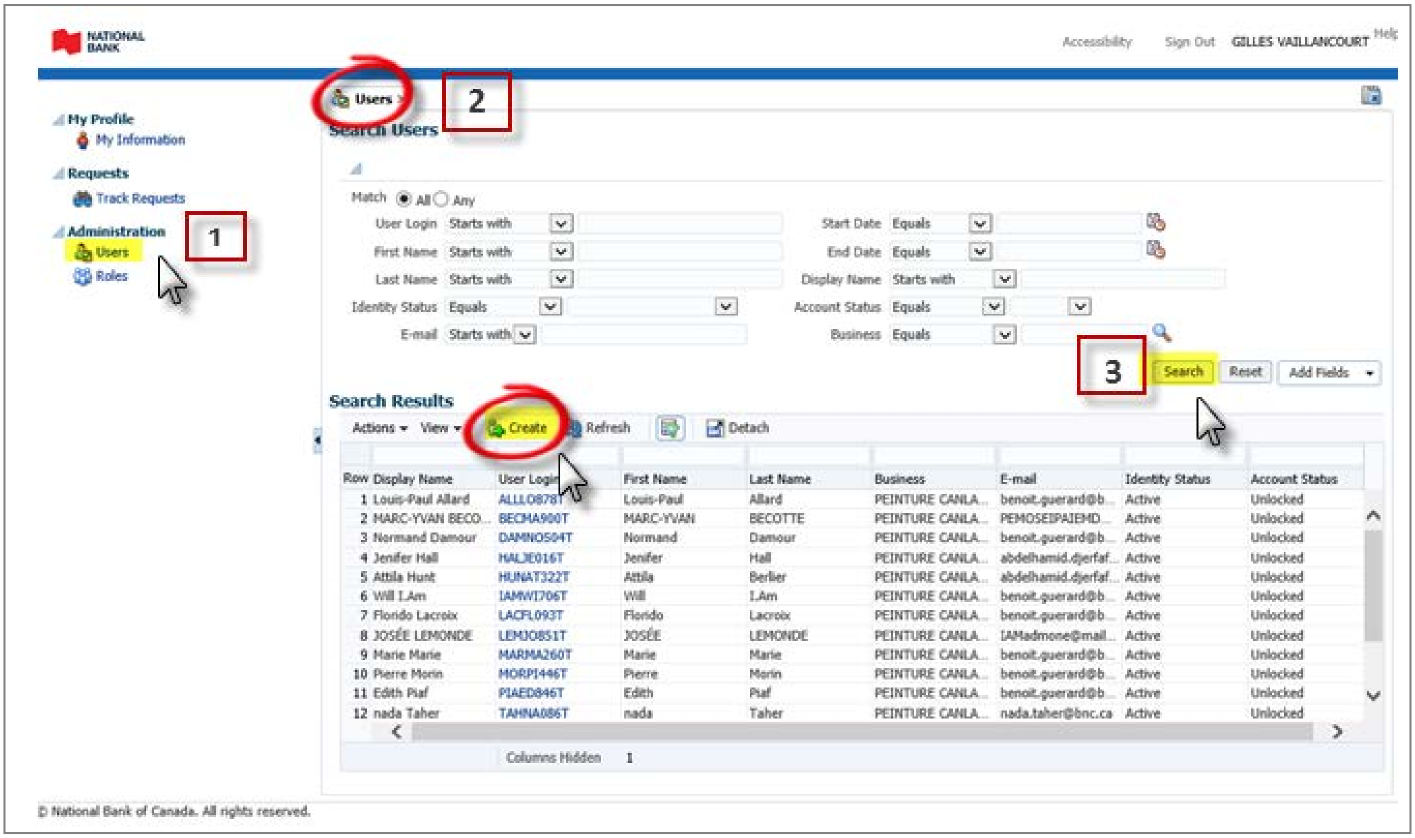
Creating users

Only administrators and user administrators can create users for a business to which they have access.

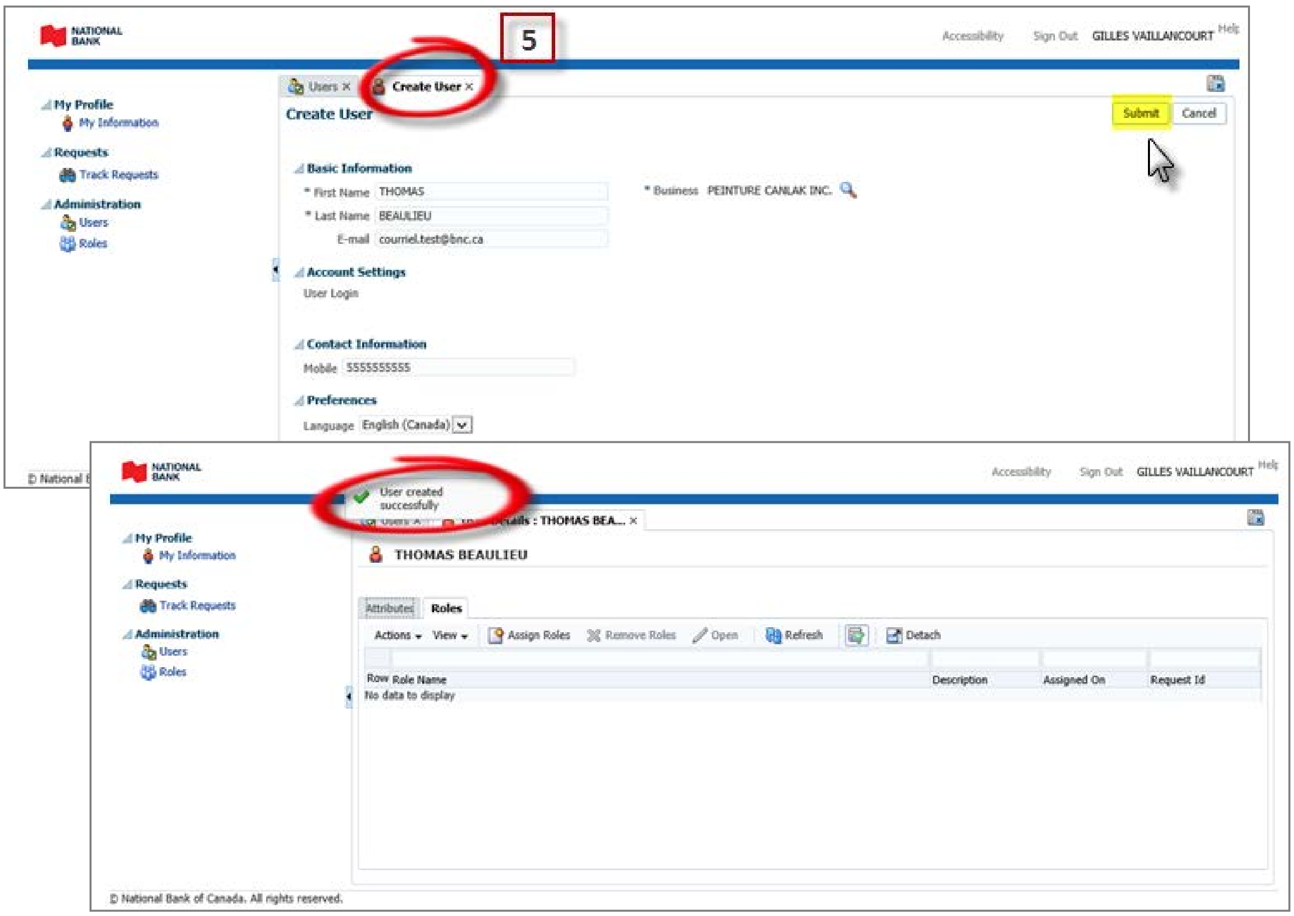
A role assignment by a user administrator must be approved by an administrator via their **Inbox**.

Creating a user

To create a user, click on **Users** in the left-hand menu, and then on **Create** in the **Search Results** section. The **Create User** tab will be displayed.



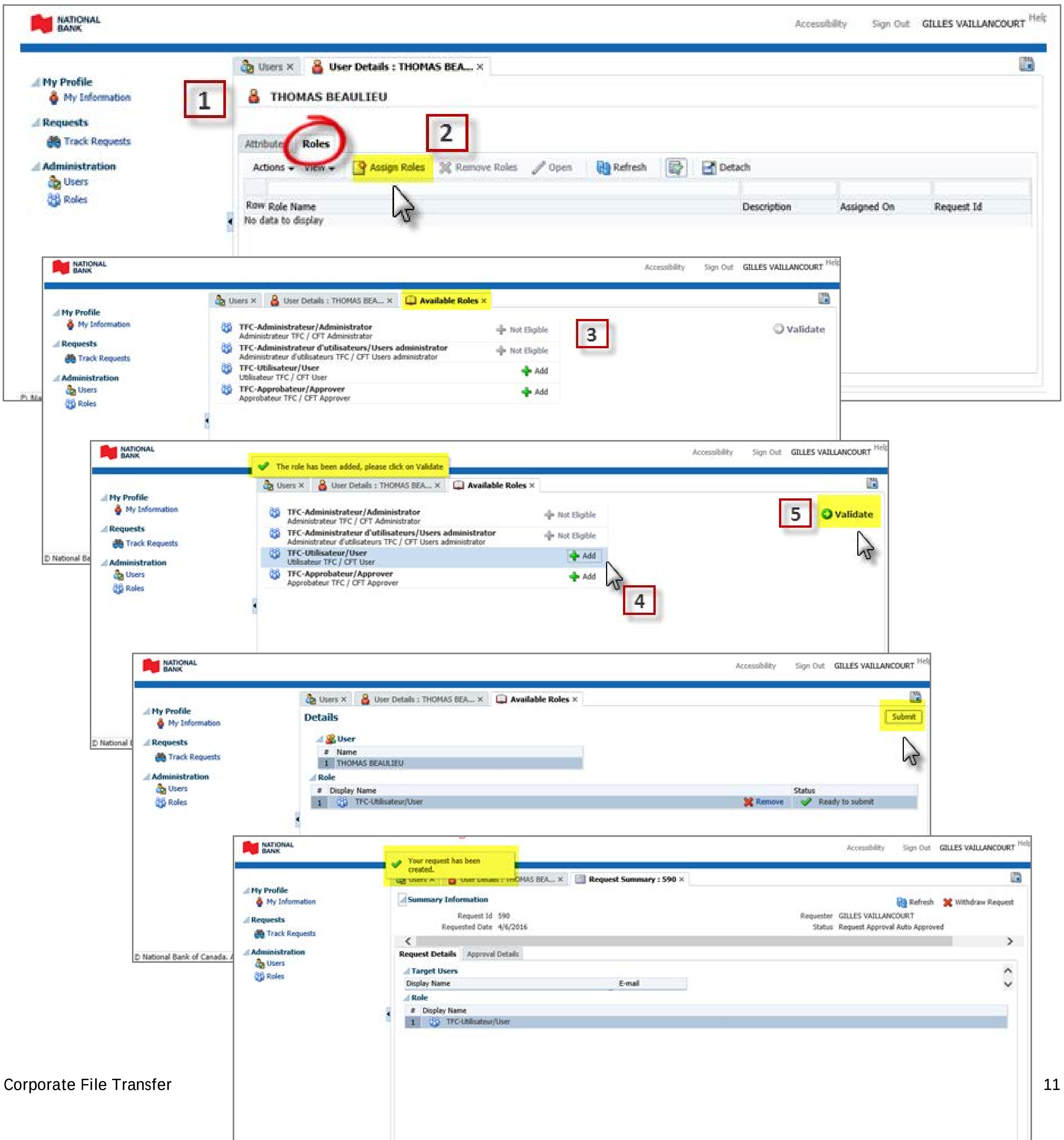
1. Enter the user information in the fields provided.
2. If you only have access to one business, it will be selected automatically. If you have access to several businesses, click on the magnifying glass to assign the user to a business.
   - **a.** In the **Search** section, enter your search criteria and click on **Search**. To search all the businesses to which you have access, do not enter any criteria and click on **Search**.
   - **b.** The search results will be displayed in the **Search Results** section.
   - **c.** Choose the business to which you want to assign the user and click on **Select**.
3. Click on **Submit**. The **User Details** tab will open.



You must now assign a role to the user.

Assigning a role

1. From the **User Details** tab, go to the **Roles** tab.
2. Click on the **Assign Roles** tab. The **Available Roles** tab will open.
3. Click on the **Add** button to the right of the role you wish to assign. Only one role can be assigned to a user.
4. Click on **Validate**. The selected role will be displayed with the following status: **Ready to submit**.
5. Click on **Submit**.



Description of roles

User: The user may transfer and/or recuperate (initiate, recuperate, consult) files and reports.

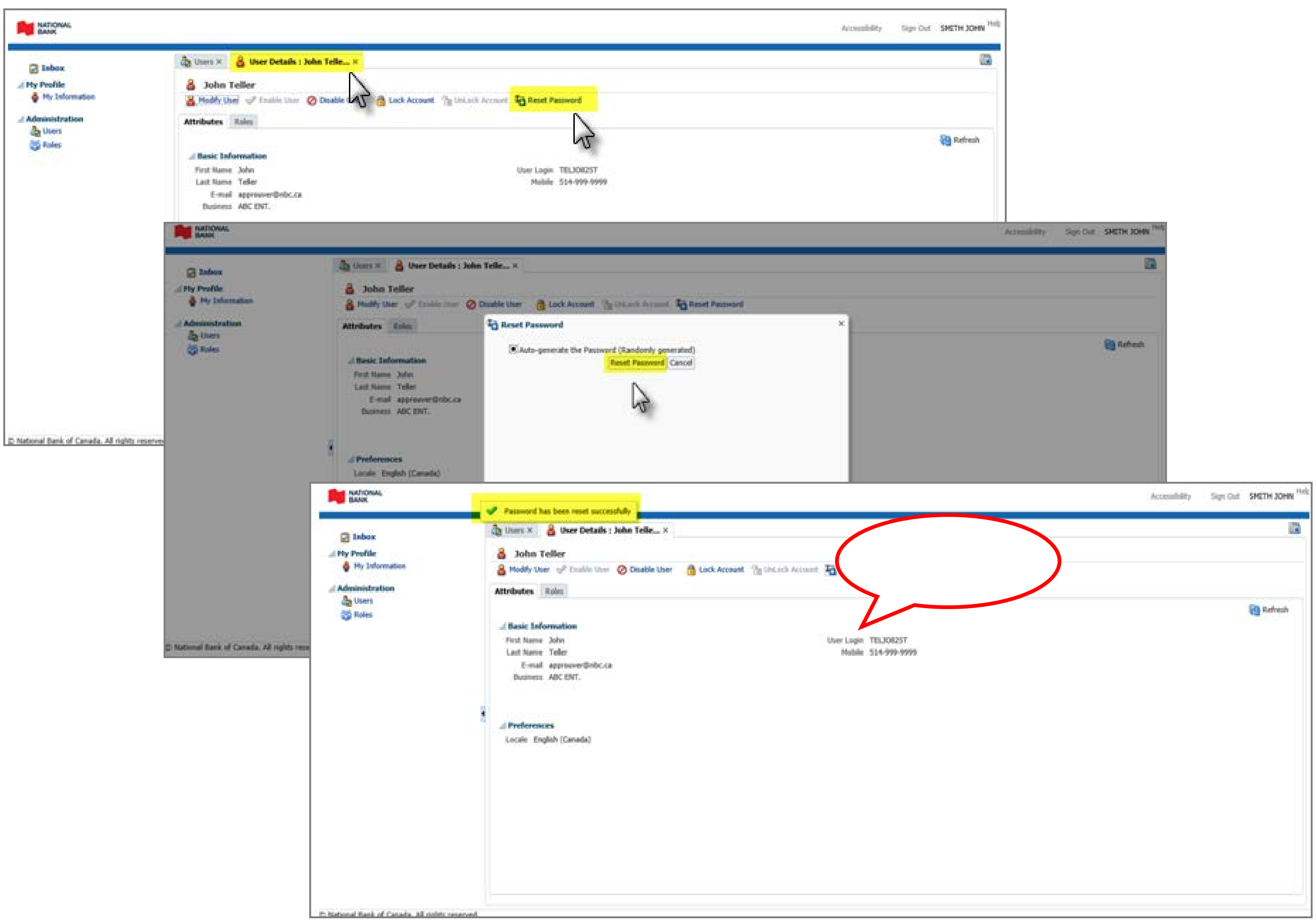
Approver: This role is only required if your business has signed up for the *Validation and transfer authorization* option. The approver may transfer and/or recuperate (initiate, recuperate, consult) files and reports, receive notifications when file are pending approval in the platform, and check and approve or refuse transfer/processing of files. The approver cannot approve the files he has transferred.

Note: If you are a user administrator, the role assignment must be approved by an administrator. Once your role assignment request is submitted, the **Request Summary** tab will open. You will then be able to view the details of your request and the approval, or withdraw the request. To withdraw the request, click on **Withdraw Request**. The following window will open: **Do you want to proceed with the request withdrawal**? Click on **Yes**.

You must now generate a temporary password for the user.

Generating a password

1. Via the **User Details** tab, go to the **Attributes tab** and note down the user login. You will need to give the user login to the individual for whom you just created it.
2. Click on **Reset Password**. The **Reset Password** window will open.
3. Click on **Reset Password**. The user will receive the temporary password by email.

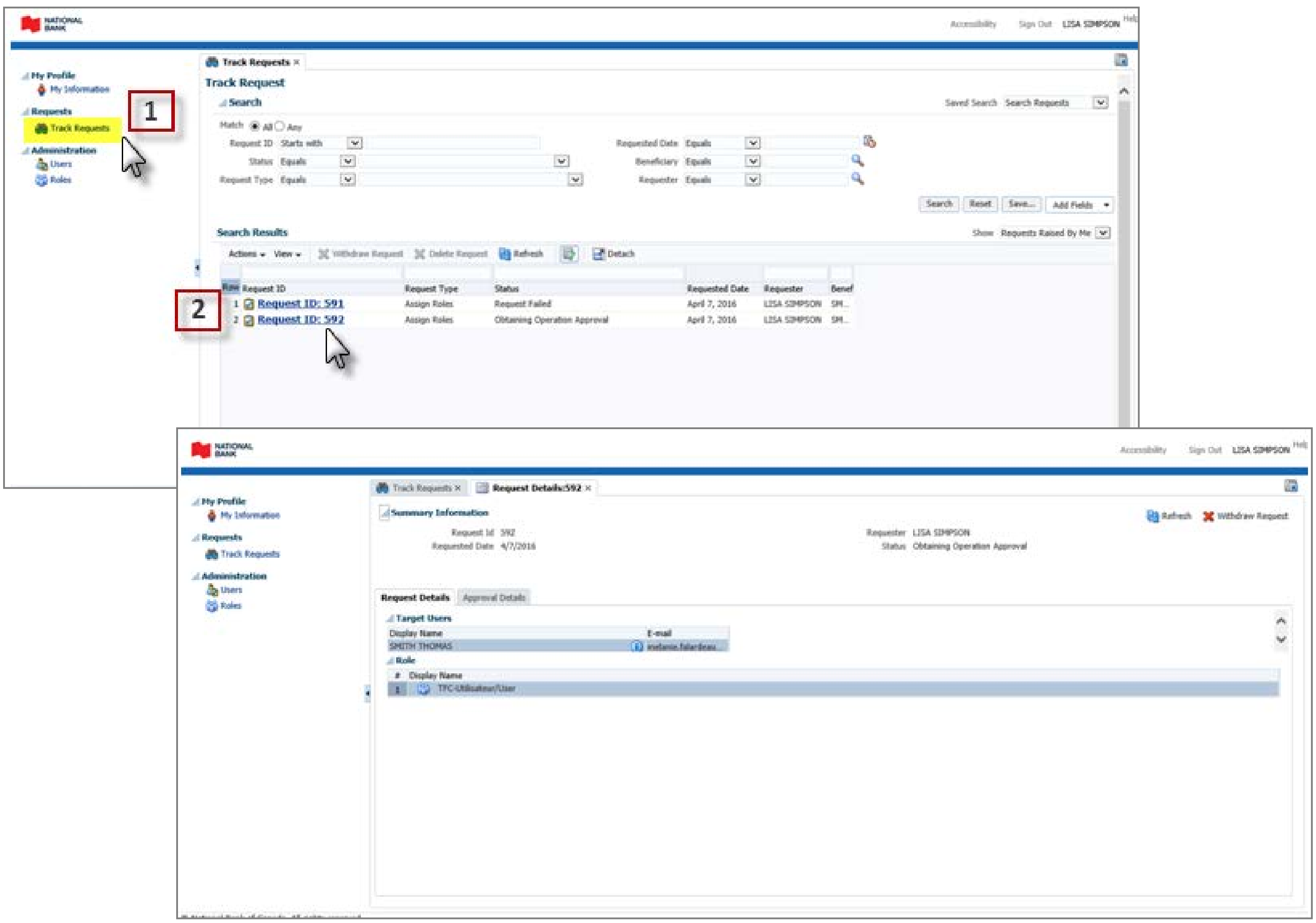


You must now assign access rights for the user. Please refer to the section 1, Access right management. This step is mandatory for all users.

Viewing a request

If you are a user administrator, you can view your role assignment request via the **Track Requests** tab. To access it, click on **Track Requests** in the left-hand menu. The **Track Requests** tab will open.

1. In the **Track Requests** section, enter the search criteria and click on **Search**. To search all your requests, do not enter any criteria and click on **Search**.
2. The search results will appear in the **Search Results** section.
3. Click on the request you wish to view. The **Request Details** window will open. You will then be able to view the details of your request and the approval, or withdraw the request. To withdraw the request, click on **Withdraw Request**. The following window will open: **Do you want to proceed with the request withdrawal**? Click on **Yes**.



Approving a role assignment

Approval for a role assignment request is required when the role assignment is made by a user administrator. The approval is carried out via the Inbox. To access it, click on Inbox in the left-hand menu.

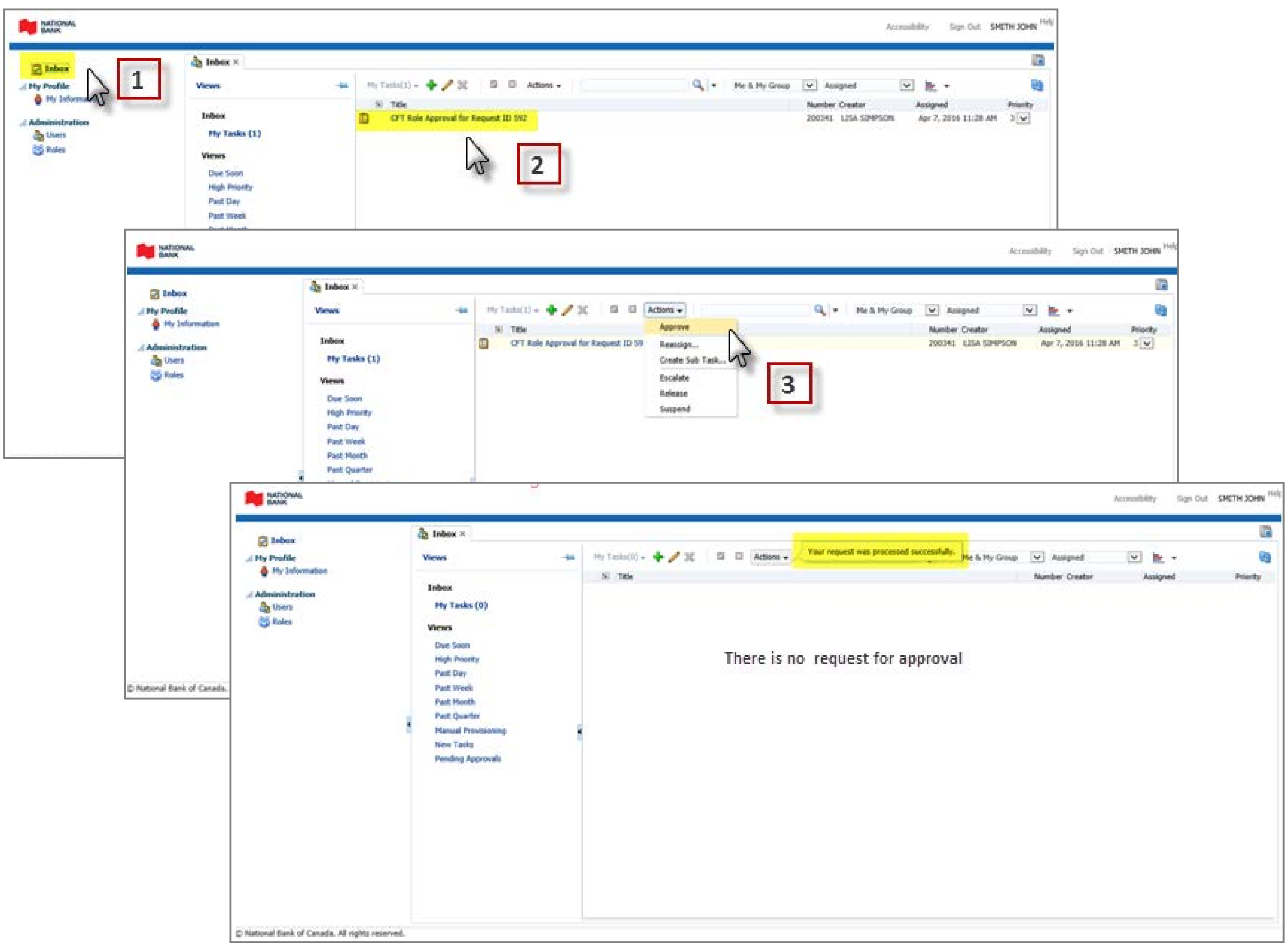
There are two methods for approving a request, depending if there is one or more administrators in your company:

Only one administrator in the company

1. Click on **Inbox**. The tab **Inbox** will open.
2. Select the request to approve. The tab **CFT Role Approval for Request** will open.
3. Click on **Approve** to approve the request or **Reject** to decline the request.

Several administrators in the company:

1. Click on **Inbox**. The tab **Inbox** will open.
2. Select the request to approve. The line will be highlighted in blue.
3. Click on **Actions** and select **Claim**. A message will indicate **Your request was processed successfully**.
4. Click again on **Actions** and on **Approve** the request or **Reject** to decline the request. A message will indicate **Your request was processed successfully** and the request will be removed from the active list.



Managing users

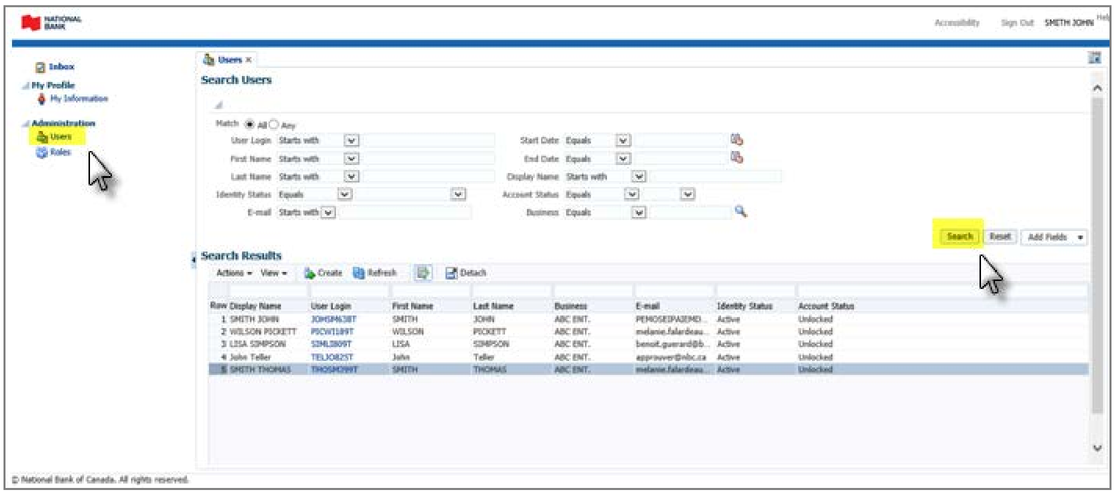
Only administrators and user administrators can manage users for a business to which they have access.

A role modification by a user administrator must be approved by an administrator via his or her Inbox.

Searching users

You can search for users via the **Users** tab. To access it, click on **Users** in the left-hand menu.

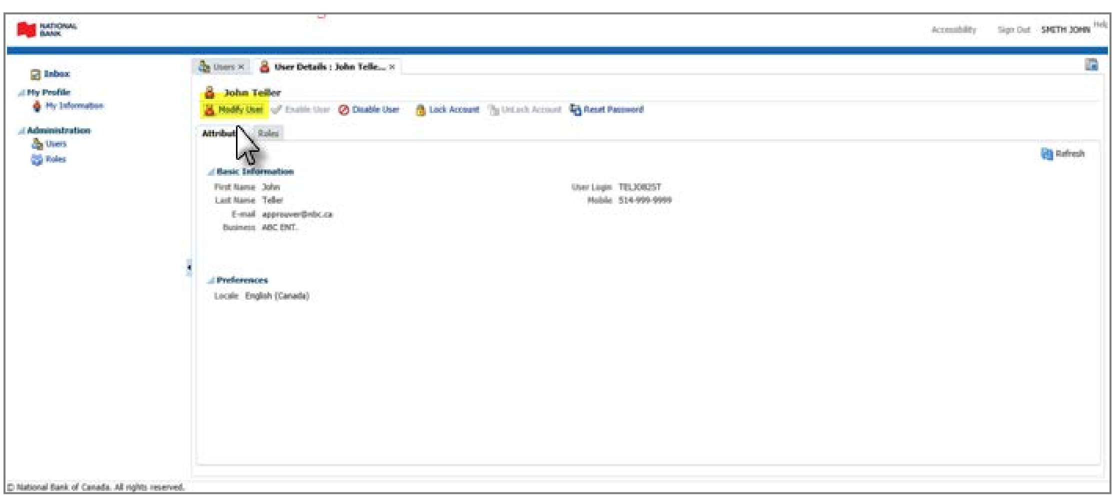
1. In the **Search Users** section, enter the search criteria and click on **Search**. To search all of a business's users, do not enter any criteria and click on **Search**.
2. The search results will appear in the **Search Results** section.

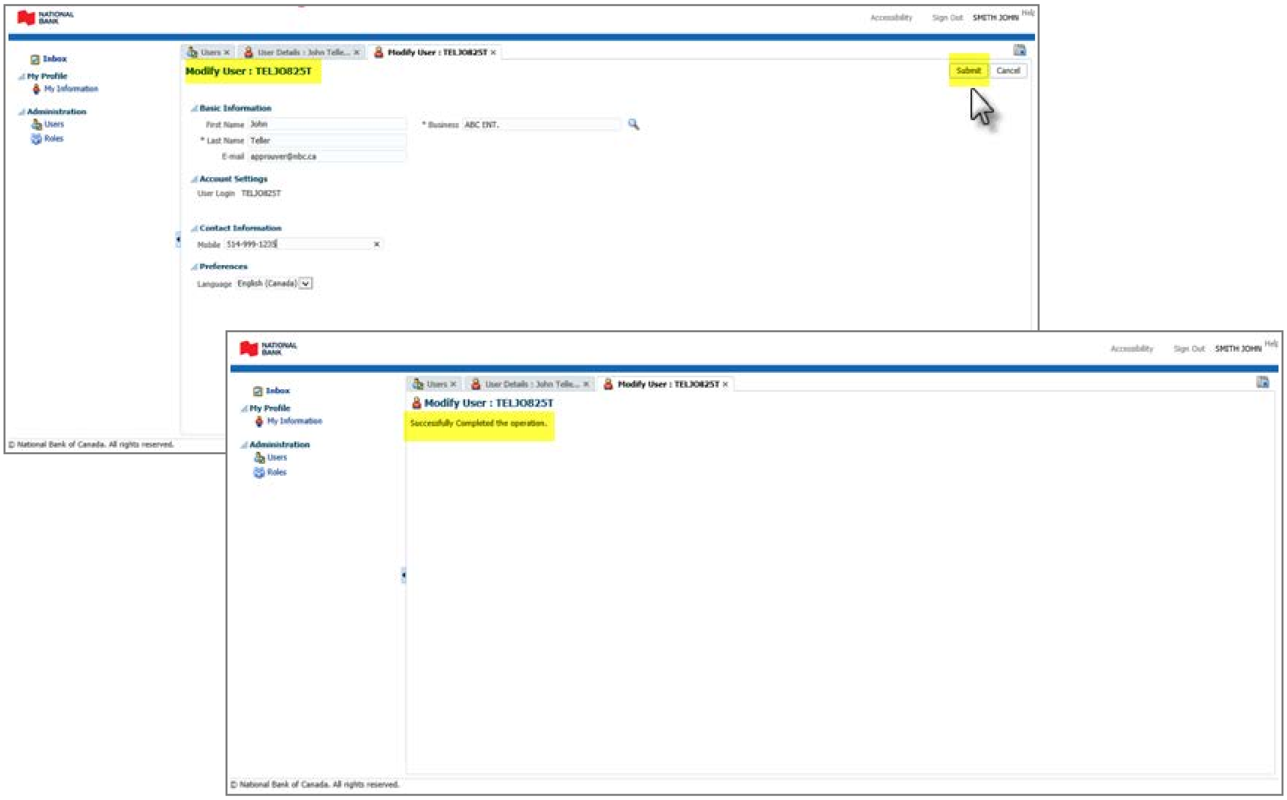


Modifying a user

You can assign a role via the **User Details** tab. To access it, click on **Users** in the left-hand menu, and then on the user you wish to modify.

1. Click on **Modify User**. The **Modify User** tab will open.
2. Modify the user information and click on **Submit**.





Modifying the role of a user

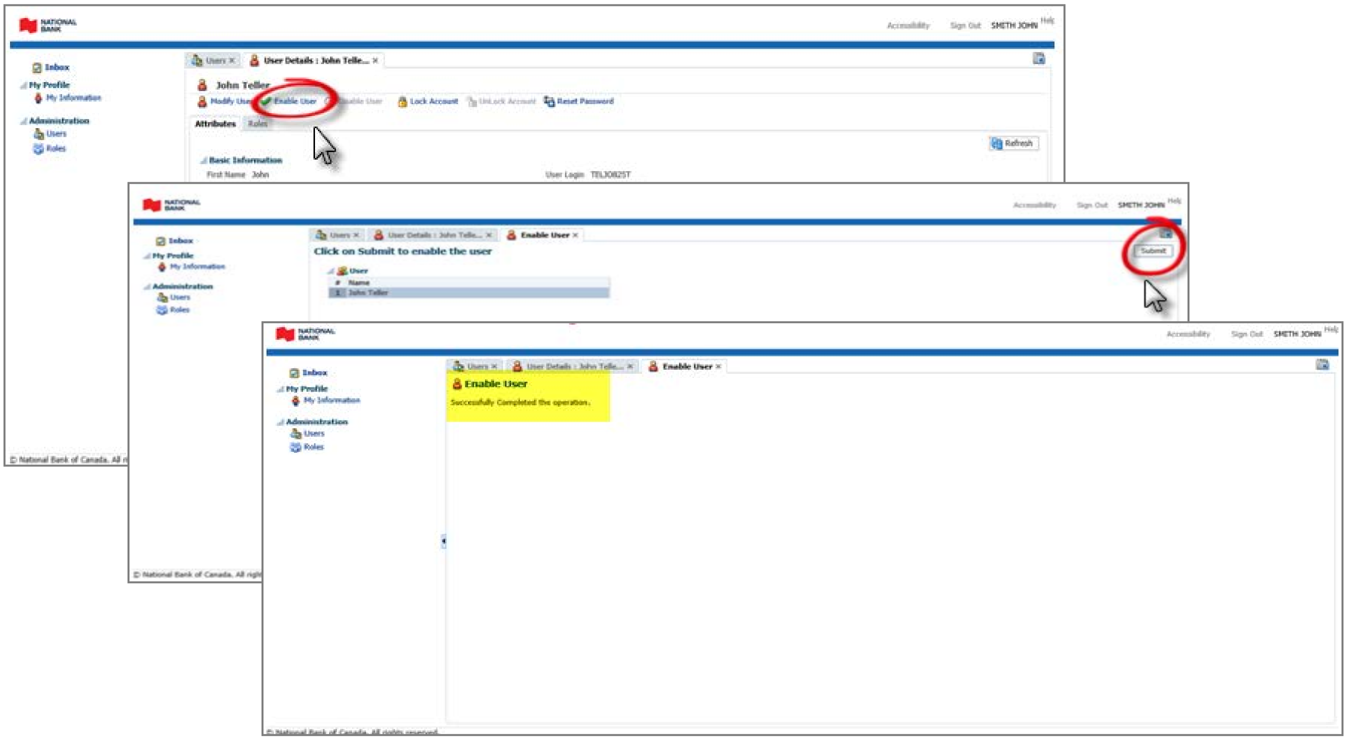
You can modify a role via the **User Details** tab.

1. Under the **Roles** tab, click on **Assign Roles**. The **Available Roles** tab will open.
2. Click on the **Add** button to the right of the role you wish to assign. Only one role can be assigned to a user.
3. Click on **Validate**. The selected role will be displayed with the following status: **Ready to submit**.
4. Click on **Submit**. If you are a user administrator, the role modification must be approved by an administrator.

To see the screen shots, please refer to the section Creating users > Assigning a role.

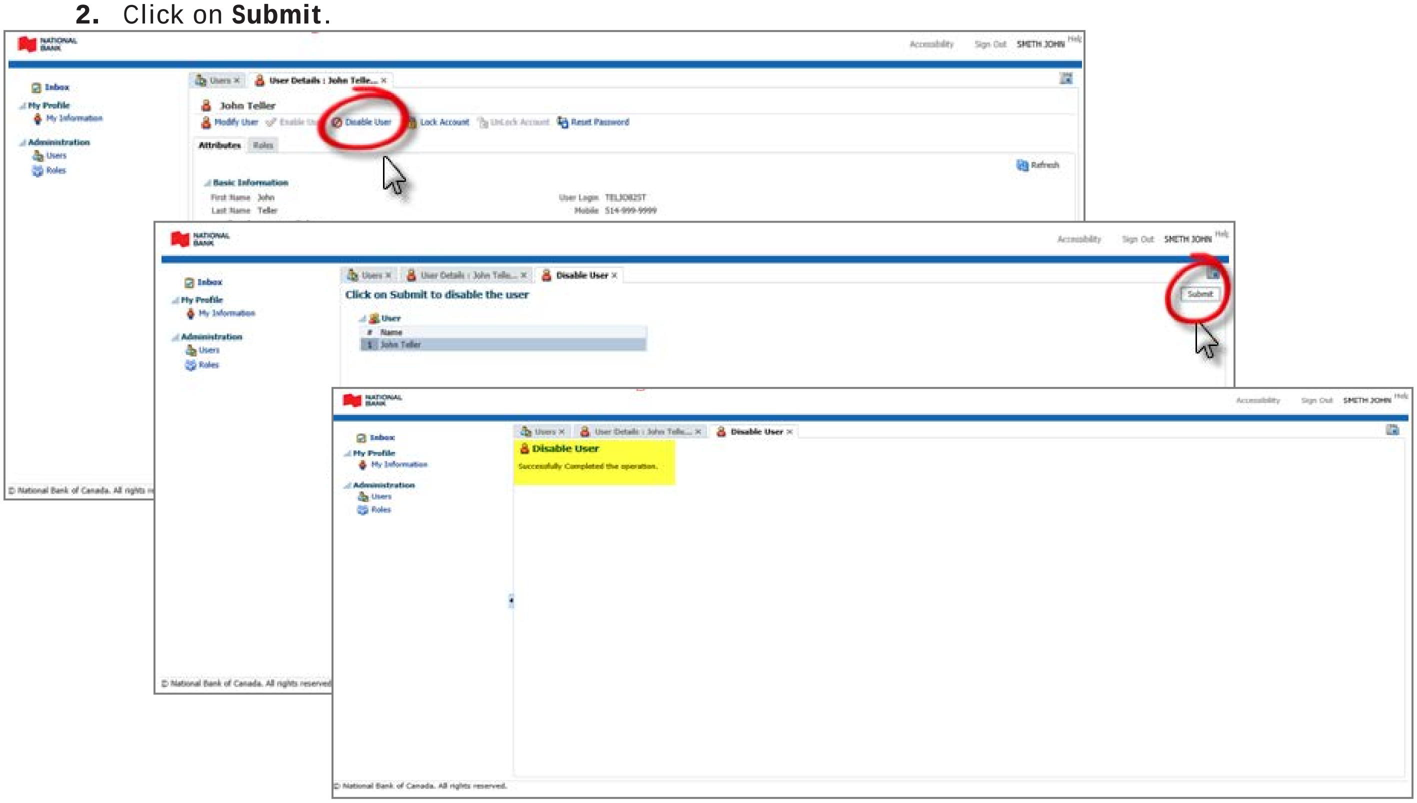
Enabling a user

1. Click on **Enable User**. The **Enable Users** tab will be displayed.
2. Click on **Submit**.



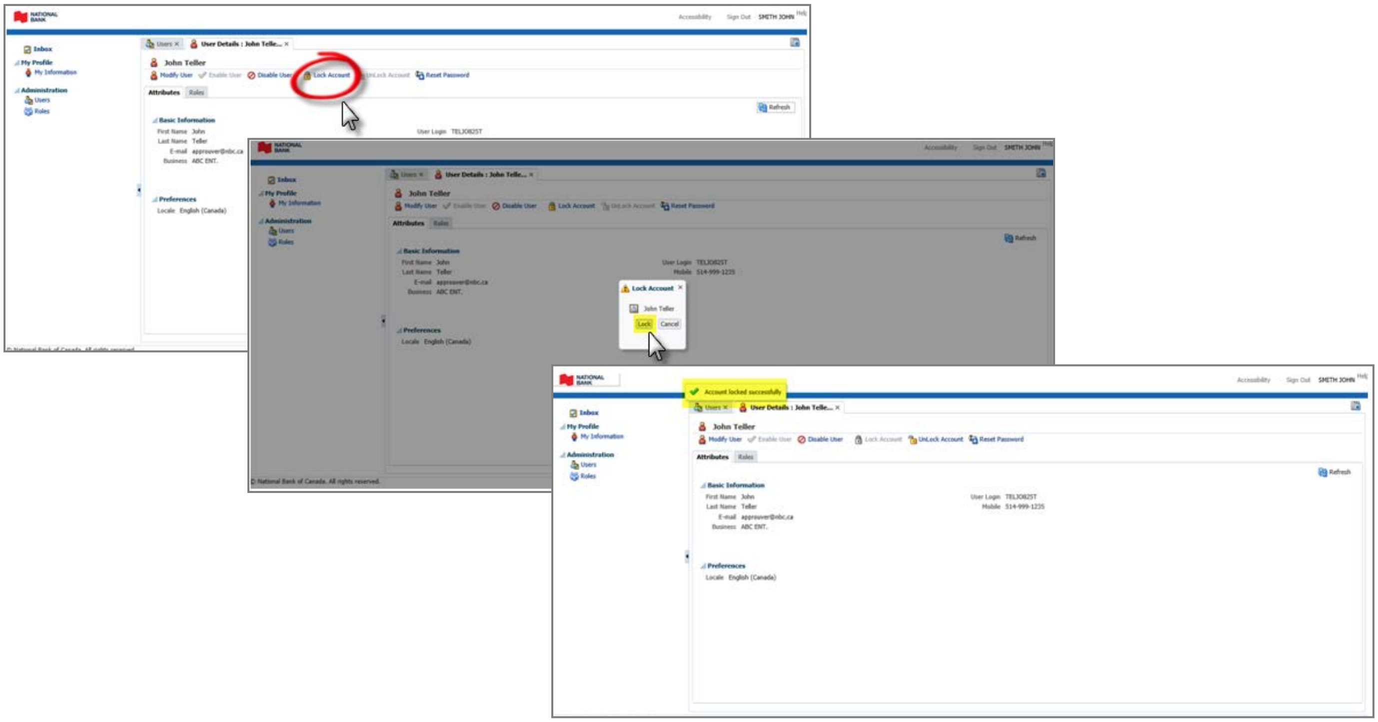
Disabling a user

1. Click on **Disable User**. The **Disable Users** tab will open.
2. Click on **Submit**.



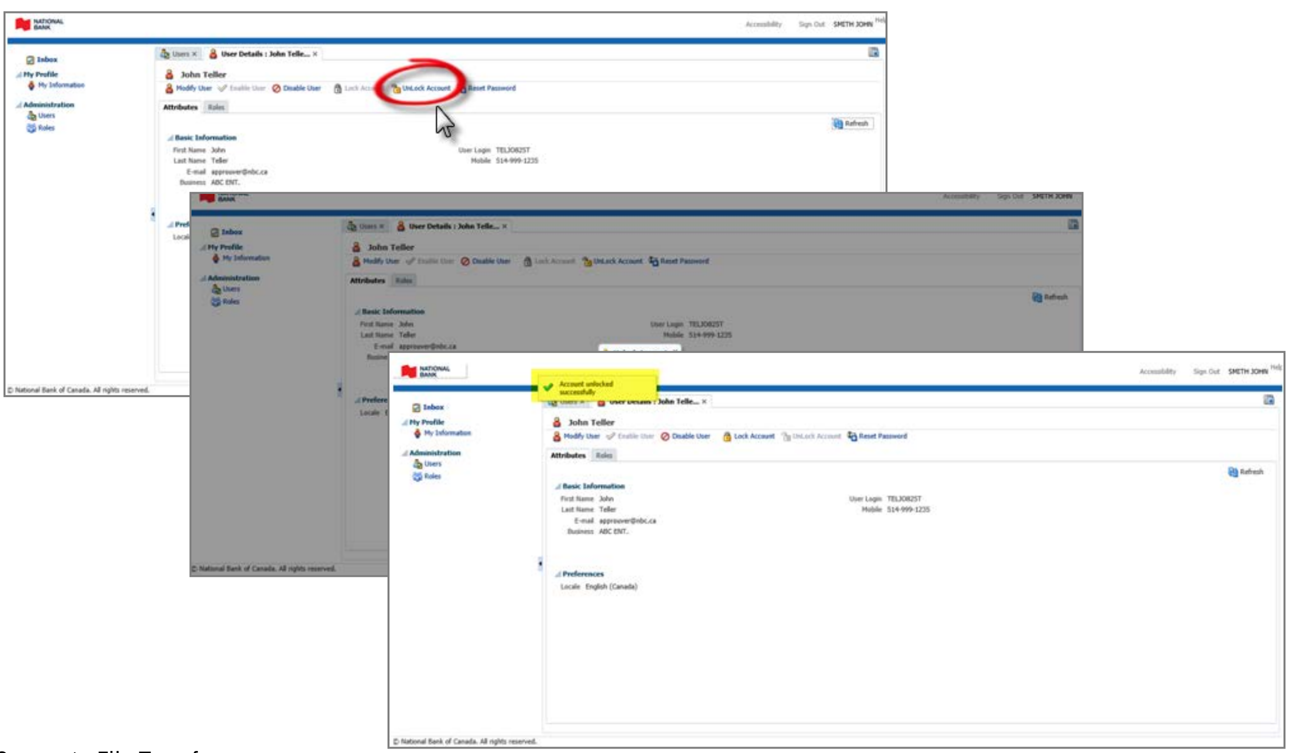
Locking an account

1. Click on **Lock Account**. The **Lock Account** window will open.
2. Click on **Lock**.



Unlocking an account

1. Click on **Unlock Account**. The **Unlock Account** window will open.
2. Click on **Unlock**.
3. Reset the password by following the instructions below.



Resetting a password

1. Click on **Reset Password**. The **Reset Password** window will open.
2. Click on **Reset Password**. The user will receive the temporary password by email.

To see the screen shots, please refer to the section Creating users > Generating a password.

Customer Service

Our customer service representatives are available from 7 a.m. to 8 p.m. (ET), Monday to Friday, at:

1-844-394-4494, or 514-394-4494