



**DOING BUSINESS**

# Corporate File Transfer



User Guide

# Table of Contents

- Section 1 - Uploading and downloading files ..... 3
  - Upload ..... 3
  - Download..... 4
  - Stats..... 4
  - User management ..... 5
  - Access right management (mandatory for all users) ..... 5
  - File approval ..... 6
  
- Section 2 - User management..... 8
  - Managing your information ..... 8
  - Changing your password ..... 8
  - Changing your personal identification questions..... 8
  - Creating users ..... 9
    - Creating a user ..... 9
    - Assigning a role ..... 11
    - Generating a password ..... 12
  - Viewing a request ..... 13
  - Approving a role assignment..... 14
  - Managing users ..... 15
    - Searching users ..... 15
    - Modifying a user ..... 15
    - Modifying the role of a user ..... 16
    - Enabling a user ..... 17
    - Disabling a user ..... 17
    - Locking an account ..... 18
    - Unlocking an account ..... 18
    - Resetting a password ..... 19
  - Customer Service ..... 19

# 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.

The screenshot displays the 'Corporate file transfer' interface. The top navigation bar includes 'Upload', 'Download', 'Stats', 'User management', 'Access right management', and 'File approval'. The 'Upload' tab is active. A table lists products with columns for Product, Company name, Author. required, Notifications, and Actions. The table contains two sections: 'EFT file Transfer' and 'Reconciliation file transfer'. The 'EFT file Transfer' section has two rows with 'Upload' and 'Upload TEST' links. The 'Reconciliation file transfer' section has one row with 'Upload' and 'Upload TEST' links. A 'Log off' button is in the top right. Below the table, a dialog box titled 'Corporate file transfer' is open, showing a 'Select the file to be transmitted' button. The user 'GUERARD, BEN (guebe690t) - Administrator' is logged in.

Product	Company name	Author. required	Notifications	Actions
<b>EFT file Transfer</b>				
3599900610	TEST IAM NE PAS DETRUIRE	<input checked="" type="checkbox"/>	1	<a href="#">Upload</a> <a href="#">Upload TEST</a>
3799900610	TEST TFE			<a href="#">Upload</a> <a href="#">Upload TEST</a>
<b>Reconciliation file transfer</b>				
5930000059325	TEST IAM CONSIG	<input checked="" type="checkbox"/>	1	<a href="#">Upload</a> <a href="#">Upload TEST</a>

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.

**Corporate file transfer** Log off

Upload **Download** Stats User management Access right management File approval

File name	Date	Size (Kb)	Service
TEST IAM NE PAS DETRUIRE			
<a href="#">test_download.txt</a>	2016/06/06 13:07:42	0.017	Electronic Services
<a href="#">test_download 01.txt</a>	2016/06/06 13:23:46	0.019	Electronic Services

[GUERARD, BEN](#)  
(guebe690t) - Administrator

---

**Corporate file transfer** Log off

Upload Download **Stats** User management Access right management File approval

[GUERARD, BEN](#)  
(guebe690t) - Administrator

test\_download.txt  
Download ...

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

## Stats

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

**Corporate file transfer** Log off

Upload Download **Stats** User management Access right management File approval

Creation date Updated	Status	Request	Sub request	Message
2016-03-17 09:38:58				An error occurs during the transfer 00000
2016-03-17 09:38:58	Error during process	File transfer Consignation TEST		
2015-11-23 16:14:48	Received	Electronic fond transfer		
2015-11-23 16:14:57				

**File transfer summary of 2015/11/23 16:14:37**

Entering file name : TF0000076166 TXT

File type	Electronic Funds Transfer
Originator's ID	0610
Creation date	2015/11/19
File creation number	9999
Total amount - Debits	\$0.00
Total amount - Credits	\$352.00
Total number of transactions - Debits	0
Total number of transactions - Credits	176

FILE ACCEPTED AND PENDING APPROVAL  
Validation completed

[MENGUZZI, CHERYL](#)  
(mengk2520) - Administrator

## 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.

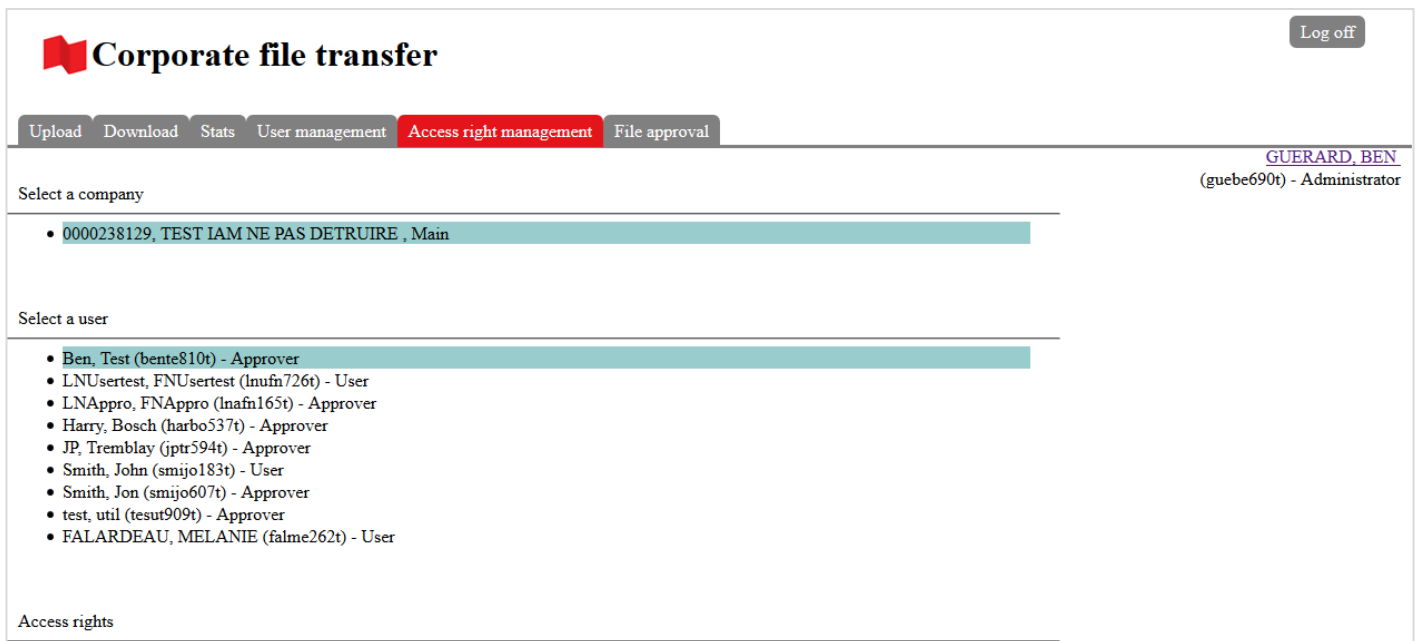


When you select the User management tab, the system will open a new window. Refer to section 2 of this user guide in order to manage the users. It is mandatory to give access rights to the users.



## 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.



The screenshot shows the 'Corporate file transfer' interface. The 'File approval' tab is highlighted with a red circle. Below the navigation bar, there are search criteria options: Status (Pending approval, Approved, Refused, All), Product (TFE, CPE, CONS, All), and Sent between (date range). A 'Display' button is visible at the bottom left of the search area.

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.



The screenshot shows the 'Corporate file transfer' interface. The 'File approval' tab is highlighted with a red circle. Below the search criteria, there is a table of files. A 'Back to list' button is visible at the bottom left of the table.

Cheque no.	Amount	Payable Account	Optional	Branch	Cancelled	Benef
12001093	0000000212	091315	scpt	593		Kenny G
12001094	0000000213	091315	TEST1!!!!	593		Cyndi Lauper

## Approving and refusing files

**Corporate file transfer** Log off

Upload Download Stats User management Access right management **File approval**

[MENEGUZZI, CHERYL](#)  
(mench2520) - Administrator

**Search criteria**  
Status  Pending approval  Approved  Refused  All  
Product  TFE  CPE  CONS  All  
Sent between [ ] and [ ]

Display

Product	File	Product / account no	File / ref no	No. of credit / cheques issues	Credits / cheques amt	Issues	No. of debits / cheques cancellations	Debits / cheques cancellations amt	Status	Sent by	Sent on	Approved / refused by	Approved / refused on
<input checked="" type="checkbox"/> CONS	<a href="#">CS0000076166.TXT</a>		N/A	2	4.25	4.25	0	0.00	Pending approval	smbo364r	2016/03/09 10:00:53		
<input type="checkbox"/> CONS	<a href="#">TS0000076166.TXT</a>		N/A	2	4.25	4.25	0	0.00	Pending approval	smbo364r	2016/03/09 10:02:34		
<input type="checkbox"/> CPE	<a href="#">PE0000076166.TXT</a>		CPE060000000001	11	60881.19	60881.19	0	0.00	Pending approval	smbo364r	2016/03/09 10:13:29		
<input type="checkbox"/> CPE	<a href="#">PE0000076166.TXT</a>		CPE060000000001	11	60881.19	60881.19	0	0.00	Pending approval	smbo364r	2016/03/15 14:06:01		

Approve Refuse

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**.

The image displays three screenshots from the National Bank user management interface. The first screenshot, labeled '1', shows the 'My Information' page for user GILLES VAILLANCOURT. The 'My Information' tab is highlighted in the left-hand menu. The 'Basic Information' section shows details such as Business (PEINTURE CANLAK INC.), Last Name (VAILLANCOURT), First Name (GILLES), E-mail (benoit.guerard@bec.ca), Locale (French (Canada)), User Login (VAIG042T), and Mobile (4505857155). The 'Modify password' and 'Modify personal identification questions' links are visible at the bottom of the page. The second screenshot, labeled '2', shows the 'MODIFY YOUR PASSWORD' page. It lists password requirements: must not be longer than 25 characters, must contain at least 3 alphabetic characters, must be at least 8 characters long, must contain at least 2 numeric characters, and must not be one of the 3 previous passwords. It includes fields for 'Old Password', 'New Password', and 'Confirm New Password', each with a masked input field. 'Next' and 'Cancel' buttons are at the bottom right. The third screenshot, labeled '3', shows the 'PERSONAL IDENTIFICATION QUESTIONS' page. It states that answers must be at least 6 characters long. It features three questions with dropdown menus and text input fields: 1) 'Which was the destination of my first airplane trip?' (japan), 2) 'What's my mother's middle name?' (suzie), and 3) 'Which song always makes me cry?' (alegría).



## 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

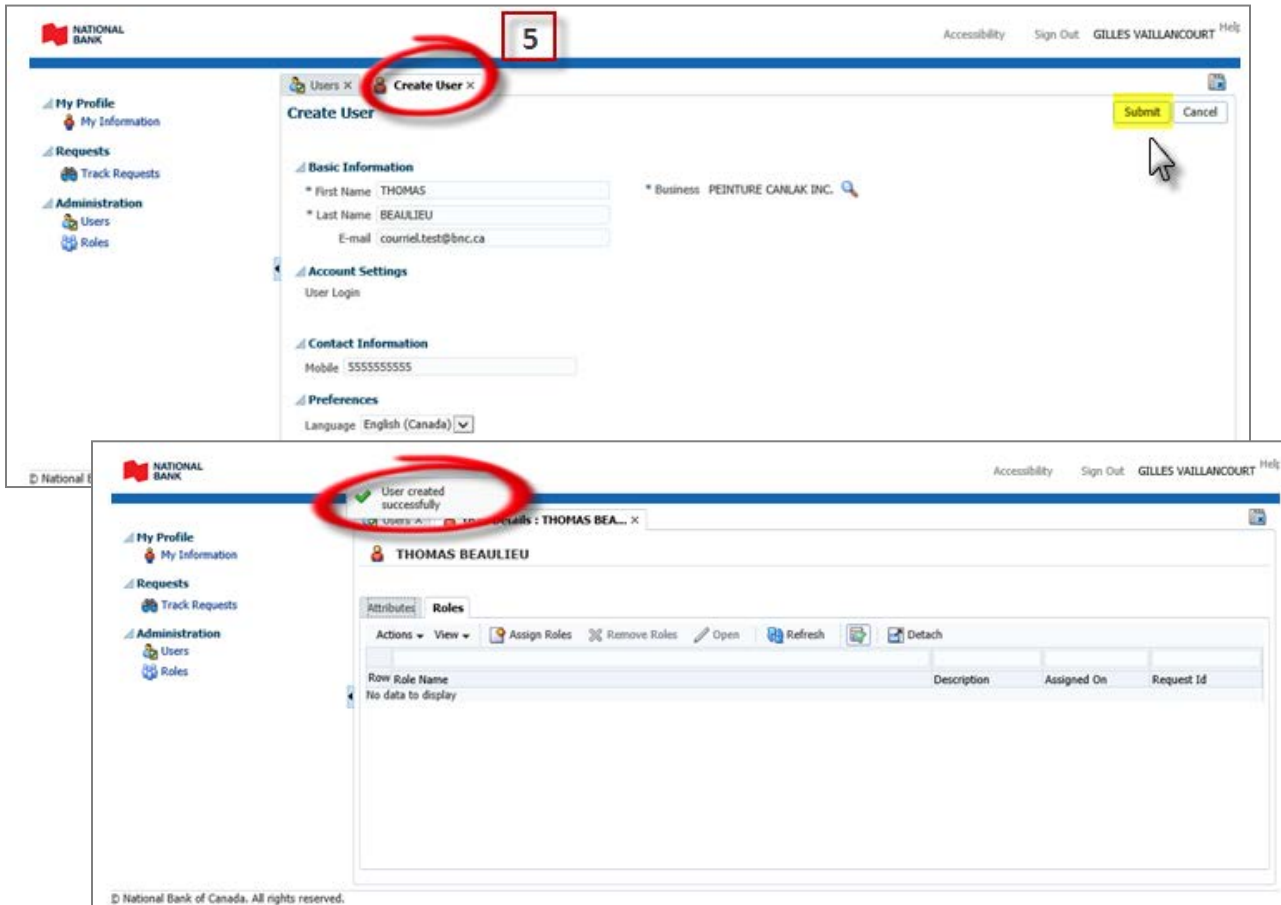
To create a user, click on Users in the left-hand menu, and then on Create in the Search Results section. The Create User tab will be displayed.

The screenshot shows the National Bank user management interface. The left-hand navigation menu has 'Users' highlighted with a red box and the number 1. The main area is titled 'Search Users' and contains search filters with a red box and the number 2. Below the search filters is a 'Search' button with a red box and the number 3. Below the search filters is a 'Search Results' section with a 'Create' button highlighted with a red box and the number 4. A table of users is displayed below the 'Create' button.

Row	Display Name	User Login	First Name	Last Name	Business	E-mail	Identity Status	Account Status
1	Louis-Paul Allard	ALLO878T	Louis-Paul	Allard	PEINTURE CANLA...	benoit.guerard@b...	Active	Unlocked
2	MARC-YVAN BECO...	BECHA900T	MARC-YVAN	BECOTTE	PEINTURE CANLA...	PEMOSEIPAJEMD...	Active	Unlocked
3	Normand Damour	DAMNO504T	Normand	Damour	PEINTURE CANLA...	benoit.guerard@b...	Active	Unlocked
4	Jenifer Hall	HALJE016T	Jenifer	Hall	PEINTURE CANLA...	abdelhamid.djerf...	Active	Unlocked
5	Attila Hunt	HJNAT322T	Attila	Berlier	PEINTURE CANLA...	abdelhamid.djerf...	Active	Unlocked
6	Will LAm	IAMW1706T	Will	LAm	PEINTURE CANLA...	benoit.guerard@b...	Active	Unlocked
7	Florida Lacroix	LACFL093T	Florida	Lacroix	PEINTURE CANLA...	benoit.guerard@b...	Active	Unlocked
8	JOSÉE LEMONDE	LEMJO851T	JOSÉE	LEMONDE	PEINTURE CANLA...	IAMadmone@mail...	Active	Unlocked
9	Marie Marie	MARMA260T	Marie	Marie	PEINTURE CANLA...	benoit.guerard@b...	Active	Unlocked
10	Pierre Morin	MORPI446T	Pierre	Morin	PEINTURE CANLA...	benoit.guerard@b...	Active	Unlocked
11	Edith Piaf	PIAED846T	Edith	Piaf	PEINTURE CANLA...	benoit.guerard@b...	Active	Unlocked
12	nada Taher	TAHNA086T	nada	Taher	PEINTURE CANLA...	nada.taher@bnc.ca	Active	Unlocked

DOING BUSINESS  
Deposits and Cash Management Solutions

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.

The screenshots illustrate the following steps:

- Step 1:** The 'Roles' tab is selected in the 'User Details' view for user THOMAS BEAULIEU.
- Step 2:** The 'Assign Roles' button is clicked, opening the 'Available Roles' tab.
- Step 3:** The 'Add' button is clicked next to the 'TFC-Utilisateur/User' role.
- Step 4:** The 'Validate' button is clicked.
- Step 5:** The 'Submit' button is clicked.

The final screenshot shows the 'Request Summary' page with the following details:

- Request Id: 590
- Requested Date: 4/6/2016
- Requester: GILLES VAILLANCOURT
- Status: Request Approval Auto Approved
- Target Users: THOMAS BEAULIEU
- Role: TFC-Utilisateur/User

### Description of roles

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

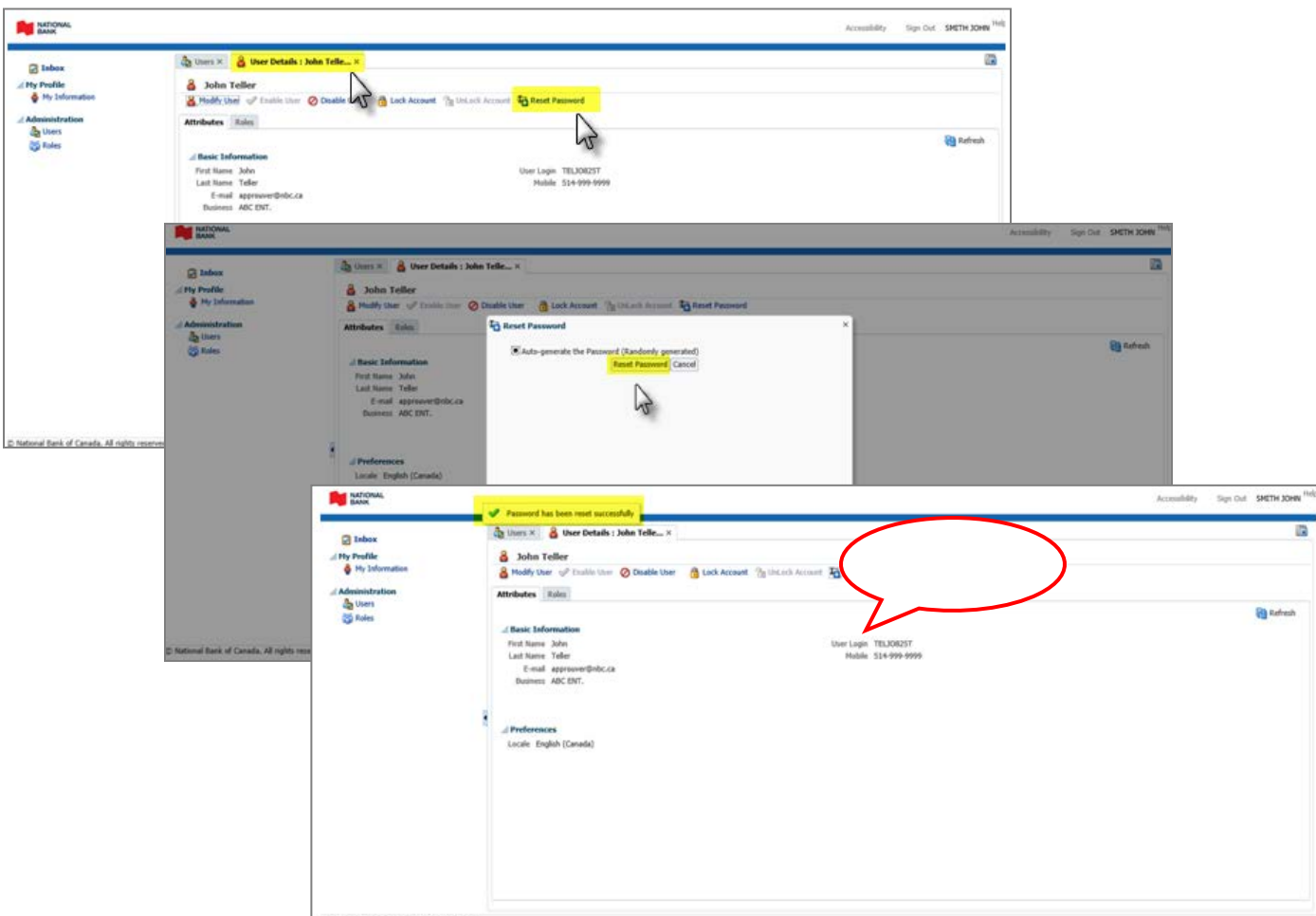
**Approver:** This role is only required if your business has signed up for the *Validation and transfer authorization* option. The approver may transfer and/or recuperate (initiate, recuperate, consult) files and reports, receive notifications when file are pending approval in the platform, and check 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.

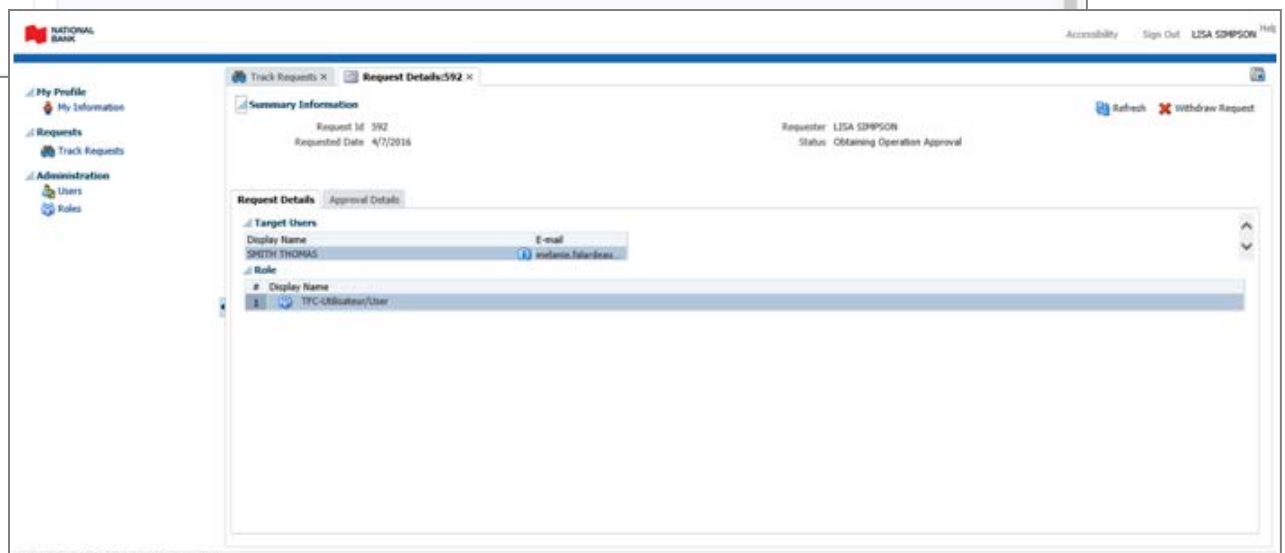
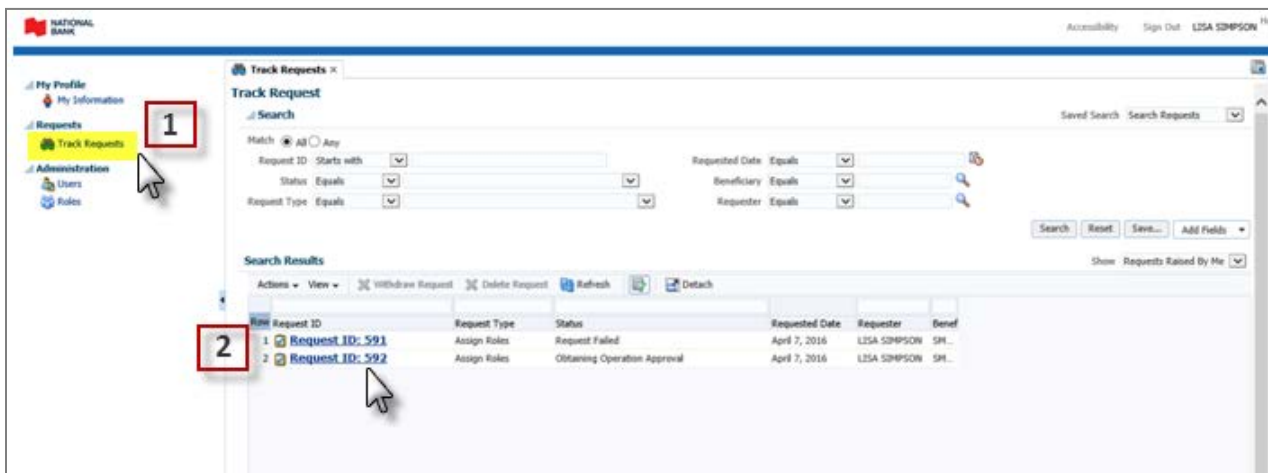


*You must now assign access rights for the user. Please refer to the section 1, Access right management. This step is mandatory for all users.*

## 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.

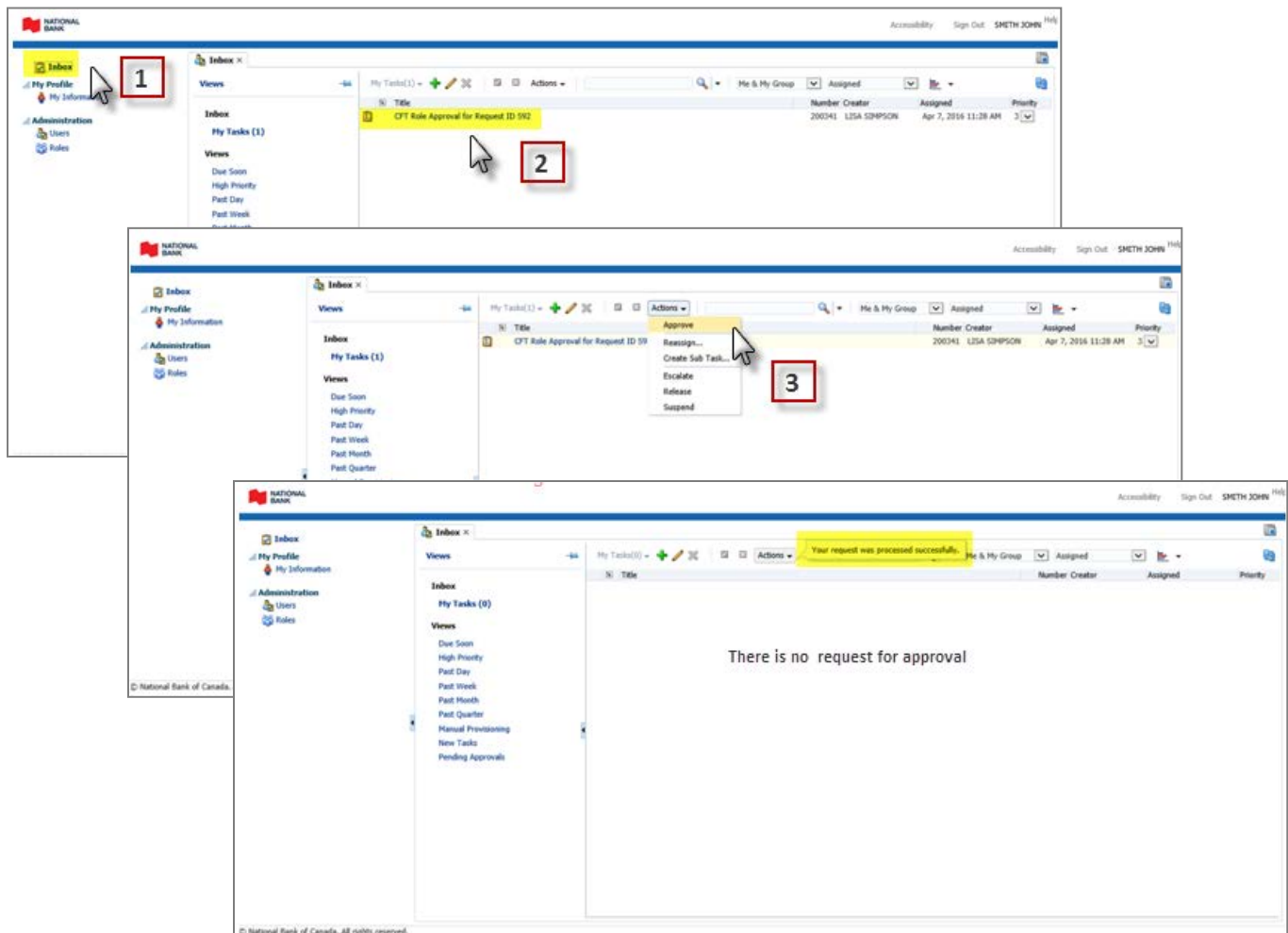
There are two methods for approving a request, depending if there is one or more administrators in your company:

### 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.





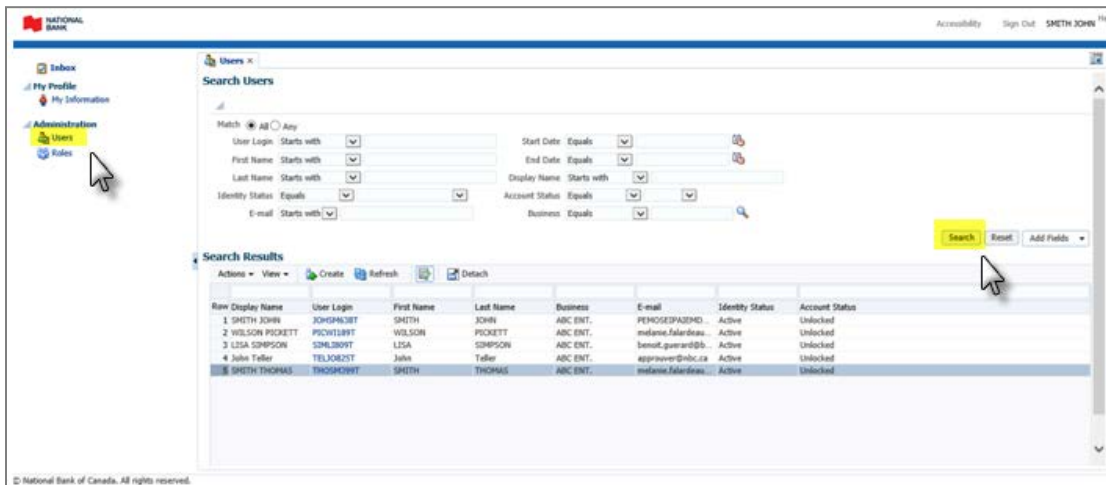
## Managing users

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.

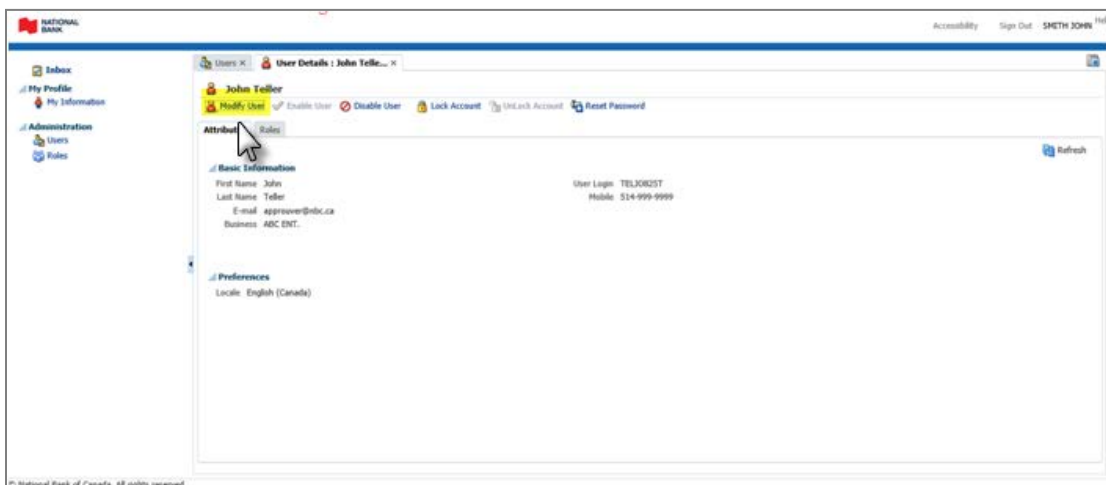
1. In the **Search Users** section, enter the search criteria and click on **Search**. To search all of a business's users, do not enter any criteria and click on **Search**.
2. The search results will appear in the **Search Results** section.



### Modifying a user

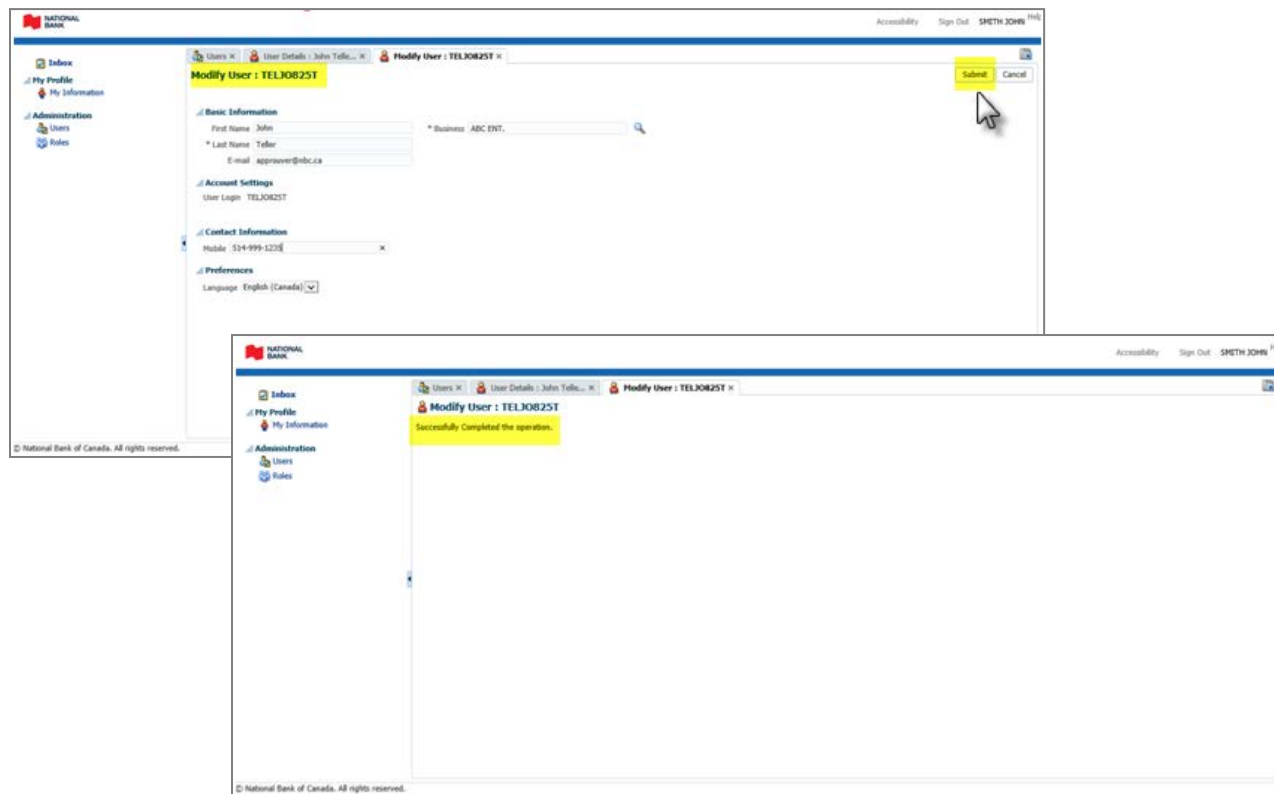
You can assign a role via the User Details tab. To access it, click on Users in the left-hand menu, and then on the user you wish to modify.

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



## DOING BUSINESS

### Deposits and Cash Management Solutions



### 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.

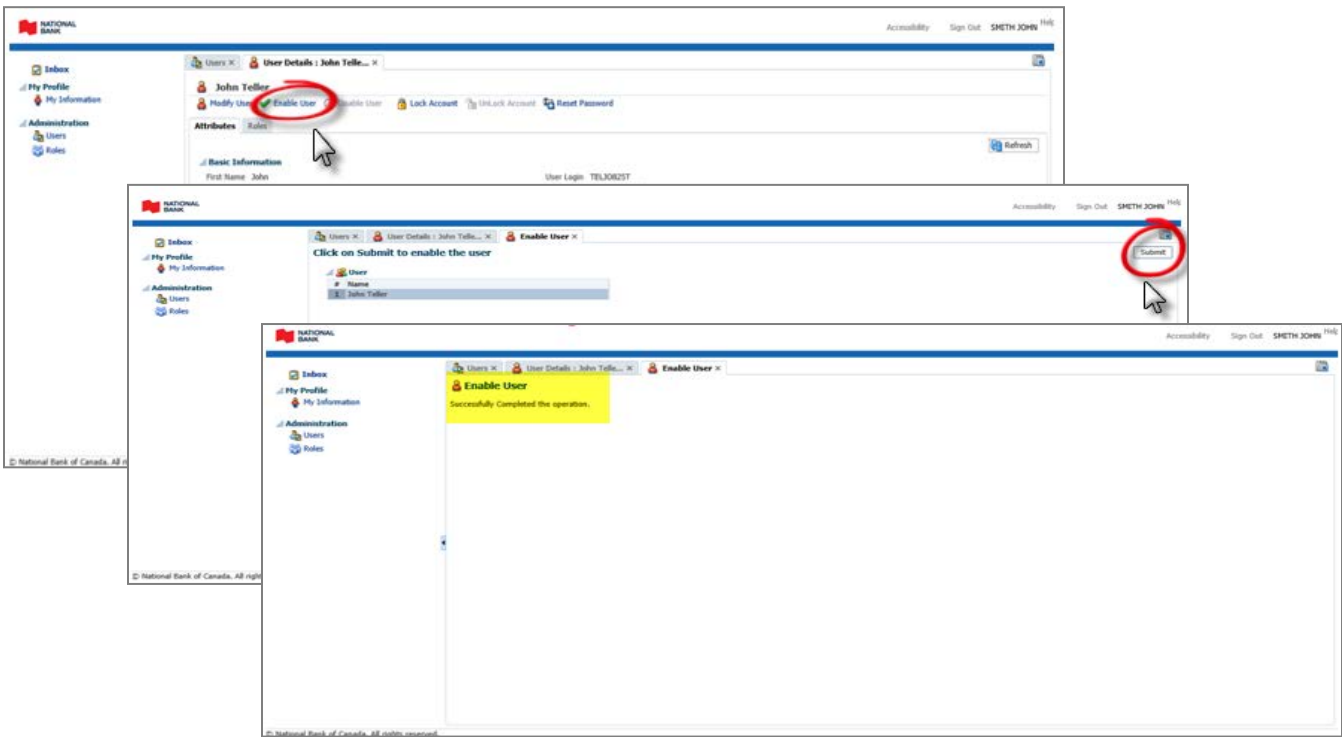
To see the screen shots, please refer to the section [Creating users > Assigning a role](#).



## DOING BUSINESS Deposits and Cash Management Solutions

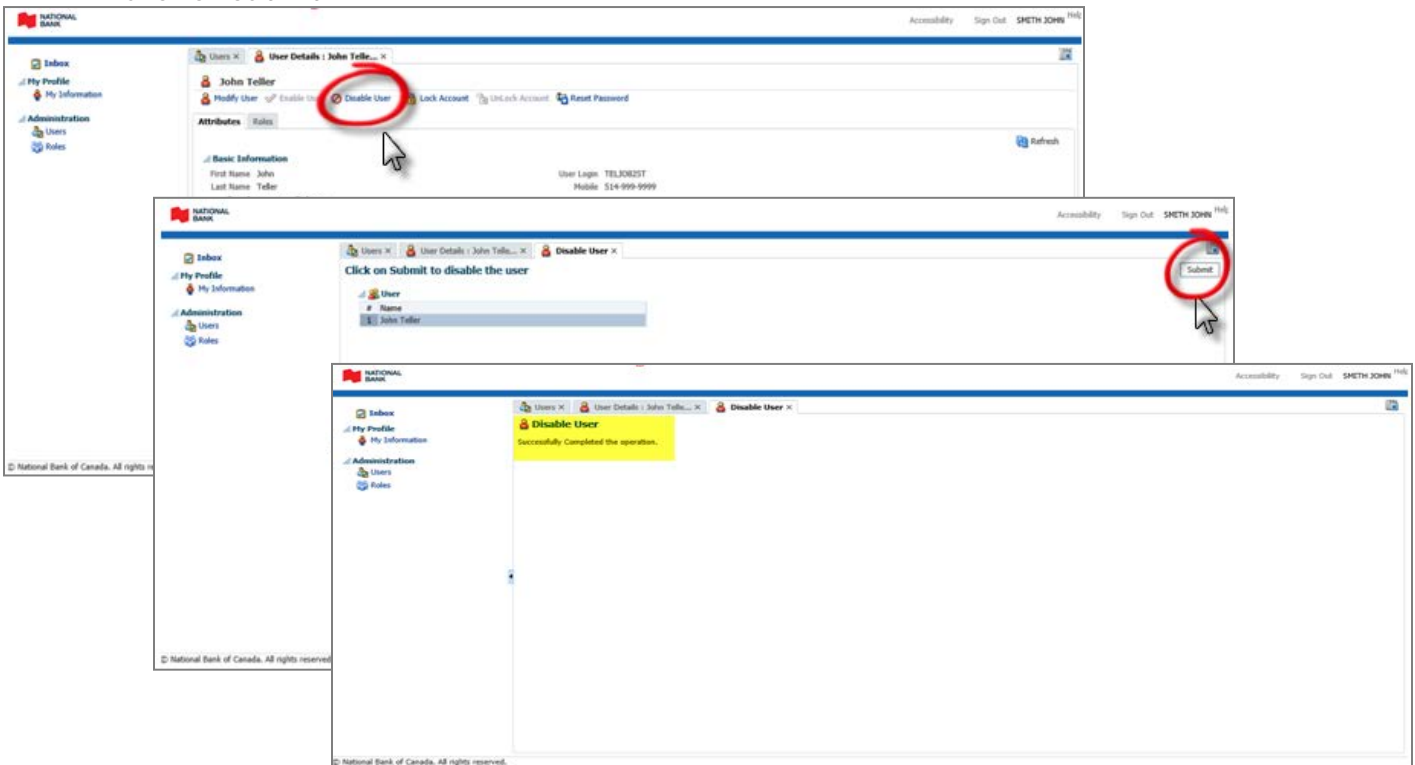
### Enabling a user

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



### Disabling a user

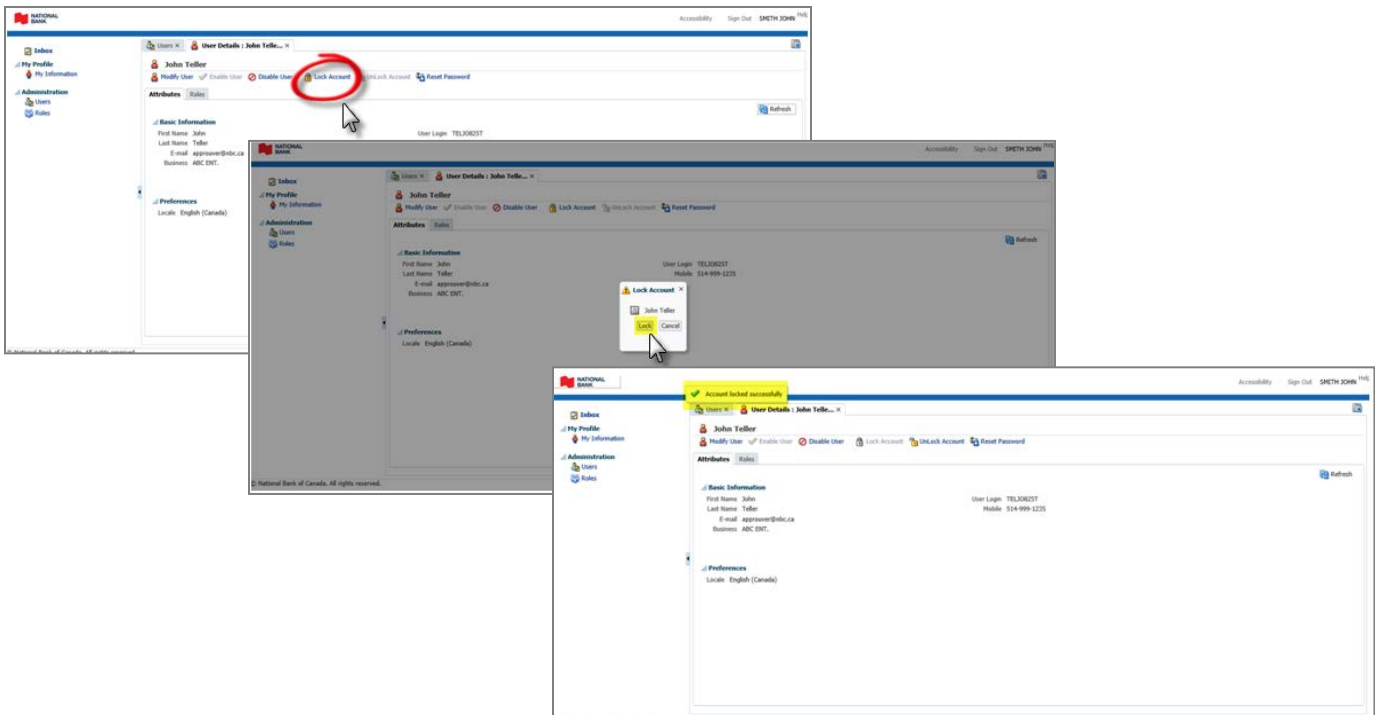
1. Click on Disable User. The Disable Users tab will open.
2. Click on Submit.



## DOING BUSINESS Deposits and Cash Management Solutions

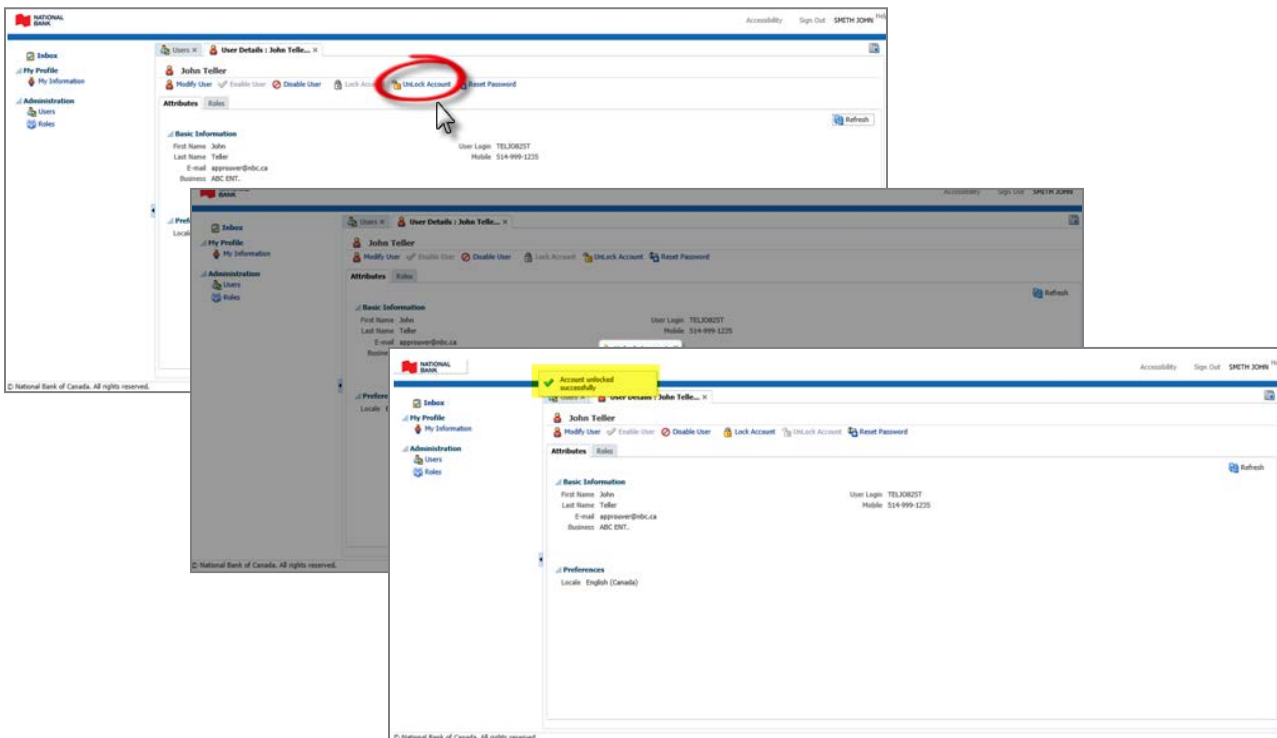
### Locking an account

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