



NatWest



NatWest Business **Cash Card**

Getting Started Guide For Administrators

TOMORROW BEGINS TODAY

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Your responsibility

Your Role as an Administrator

As an Administrator for the Business Cash Card service you will be responsible for the following:

- ✓ Setting up new users on the Business Cash Card portal
- ✓ Ordering Business Cash Cards for each of your nominated cardholders
- ✓ Removing users when they leave the business and cancelling cards
- ✓ Supporting your team / reporting cards lost or stolen / general enquiries on the Business Cash Card portal

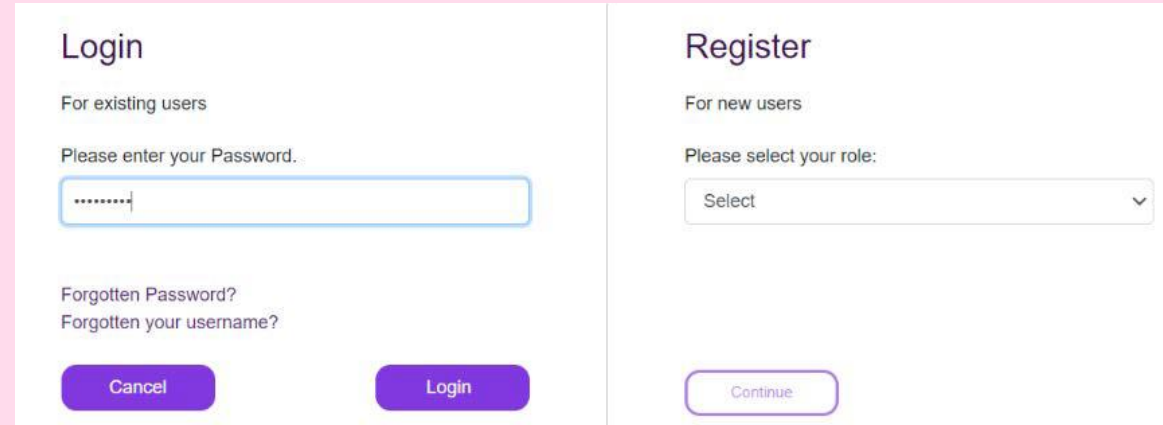


Registration for the Business Cash Card portal

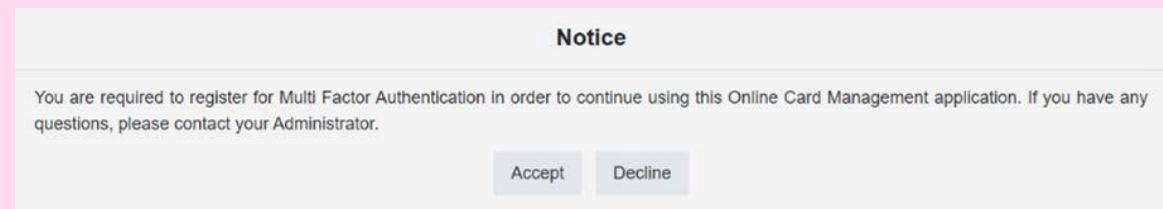
For first time login you need to use the MFA (Multifactor Authentication), you would need to register and authenticate yourself.

Follow the below steps to register yourself:

1. Go to the **Business Cash Card portal** login screen.
2. Enter username, password, and last four digits of the phone number you provided on the application form and click **Login**.
3. Reset the first time password provided by the Bank.
4. Click **Accept** in the Notice box.



The image shows two side-by-side panels from the Business Cash Card portal. The left panel is titled "Login" and is for existing users. It contains a text input field for a password, with a placeholder "Please enter your Password." and a masked password ".....". Below the field are links for "Forgotten Password?" and "Forgotten your username?". At the bottom are "Cancel" and "Login" buttons. The right panel is titled "Register" and is for new users. It contains a dropdown menu for "Please select your role:" with the text "Select" and a downward arrow. At the bottom is a "Continue" button.



The image shows a "Notice" box with a light green background. The text inside reads: "You are required to register for Multi Factor Authentication in order to continue using this Online Card Management application. If you have any questions, please contact your Administrator." At the bottom right are "Accept" and "Decline" buttons.



Registration for the Business Cash Card portal (Cont.)

5. You are prompted with a welcome message and your registered email ID. If your email ID is not correct, you need to contact the NatWest Business Cash Card Team through Cora webchat. Click **Login** to proceed.

Login

Welcome to the MFA enrollment process. If your E-Mail address below is incorrect, please do not proceed and contact your Administrator

donotreply@natwest.com

Cancel Login

Register

For new users

Please select your role:

Select

Continue

6. If the email ID is correct, you need to set up five separate security questions. Make sure the answers match the confirmed answers that you provide. Then click **Login**.

Login

Please select the security question and answer

Choose Security Question 1 Answer Confirm Answer

Choose Security Question 2 Answer Confirm Answer

Choose Security Question 3 Answer Confirm Answer

Choose Security Question 4 Answer Confirm Answer

Choose Security Question 5 Answer Confirm Answer

Cancel Login

7. Once security questions are set up, you are logged on to the portal.

Dashboard

Company Summary
Last Updated - 13:56 - 20/09/23

Cash Withdrawal Limit Refresh Period	Weekly
Total Deposits	£0.00
Total Withdrawals	£827.00
Company Withdrawal Limit	£2,000.00
Total Cards	12
Company Accumulated Withdrawals	£0.00
Company Available Funds	£2,000.00

Total Withdrawals Per Month
Last Updated - 01:00 - 20/09/23

Bar chart showing Total Withdrawals Per Month for Jul-2023 and Aug-2023. Jul-2023 shows a withdrawal of approximately £827.00, and Aug-2023 shows a withdrawal of approximately £100.00.

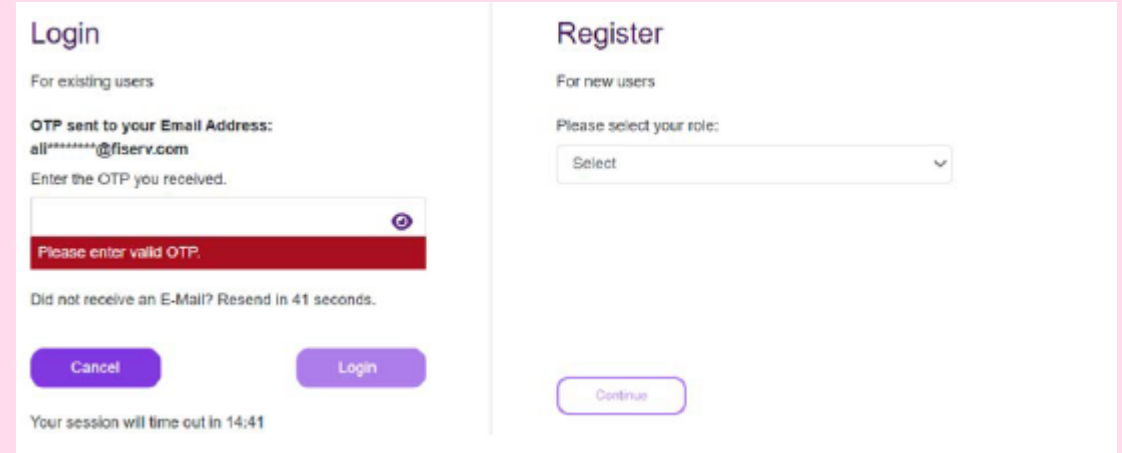
Messages
No records found.



First time login to the Business Cash Card portal

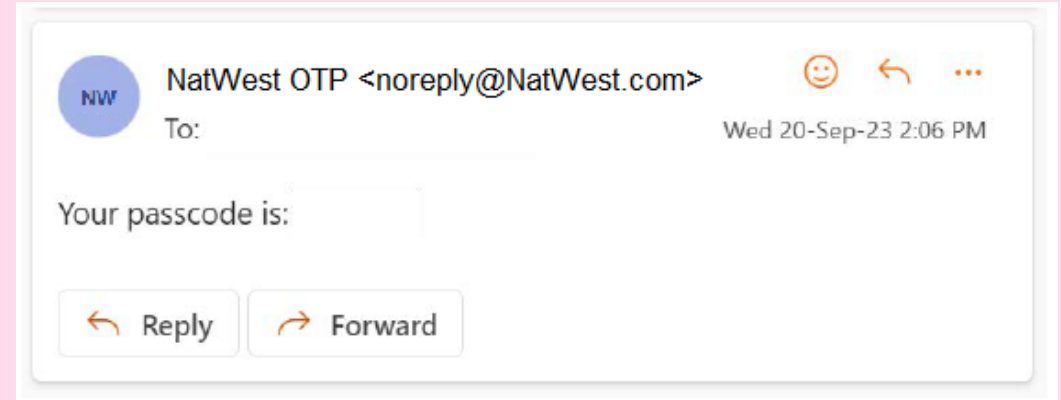
Follow the below steps after you have registered successfully on the Business Cash Card portal:

1. Go to the **Business Cash Card portal login** screen.
2. Enter your username and password.
3. Enter the OTP (One Time Password) that is sent to your email address.



The image shows two side-by-side screenshots of the Business Cash Card portal. The left screenshot is the 'Login' screen for existing users. It displays the email address 'all*****@fiserv.com' and a red error message 'Please enter valid OTP' below the OTP input field. A 'Resend' link is visible next to the input field. Below the input field, it says 'Did not receive an E-Mail? Resend in 41 seconds.' and there are 'Cancel' and 'Login' buttons. At the bottom, it states 'Your session will time out in 14:41'. The right screenshot is the 'Register' screen for new users. It asks the user to 'Please select your role:' with a dropdown menu showing 'Select'. A 'Continue' button is at the bottom.

4. After the successful log on and from this point onwards, you would need to use your username and password for each subsequent log on.
5. An OTP is requested in addition to your username and password if you
 - a) do not log on for 30 days or more
 - b) log on from a new device or
 - c) have cleared your browser cookies.



The image shows an email interface for a message from 'NatWest OTP <noreply@NatWest.com>' received on 'Wed 20-Sep-23 2:06 PM'. The email content says 'Your passcode is:' followed by a redacted area. At the bottom, there are 'Reply' and 'Forward' buttons.



Add new cardholder (Part 1)

To add a new cardholder, follow these steps:

1. Click **+ Add** on the upper-right corner of the **Users & Cards** screen and select **Add New Cardholder**. The **Add New Cardholder** page displays.
2. Click the **Select Company Name** drop-down box and select the company name.
3. Click the **Select Branch Account** drop-down box and select the branch account the cardholder needs to be added.
4. Click **Next**. The **Add New Cardholder** page displays that has two sections: **Card** and **User**.

Note: The Card section is the active default view at this stage. The Branch Account that you have selected in the previous step displays on the top-right corner.

5. In the **Account Details** panel, enter account details in all the mandatory fields, marked with an asterisk.
6. In the Shipping Address panel, select a shipping address type. The options are:
 - * Alternate Card Shipping Address
 - * Registered Business Address
 - * Business Site Address

If you select the Alternate Card Shipping Address option, you need to enter details in the below additional fields:

- * Address Line 1
- * Address Line 2
- * City
- * County
- * Postal Code
- * Country



Add new cardholder (Part 2)

- In the **Contact Details** panel, enter the residential address of the cardholder in all the mandatory fields.
- In the **Limit Details** panel, enter the cash withdrawal limit (GBP) for the cardholder in the **Cash Withdrawal Limit** field.
The value in the **Cash Withdrawal Limit Refresh Period** field is automatically selected for the cardholder. The cash withdrawal limit can be daily, weekly or monthly.
- Click **Next**. The **User** section displays.
- In the **User Details** panel, click the **Profile** drop-down box and select a profile that you want to assign to the user.
Note: When adding a new cardholder, you should always select the **Cardholder** profile.
- In the **Viewpoint** on the portal, click **...**. The User Viewpoint dialog-box displays.
- Select the viewpoint you want to set for the user on the portal. You can also search for the appropriate viewpoint from the **Search** box within the **User Viewpoint** dialog- box.
Note: For companies with only one branch account, the user viewpoint should always be the company name.
- Click **Select** to return to the **Add New Cardholder** page.
- Click **Submit**.

The screenshot shows a web interface for adding a new cardholder. The main heading is 'Users & Cards > Add New Cardholder'. The form is organized into several panels:

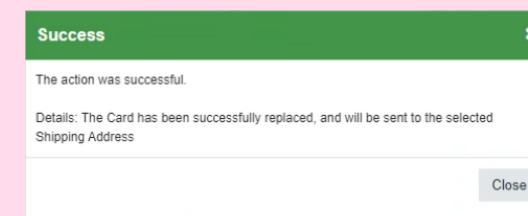
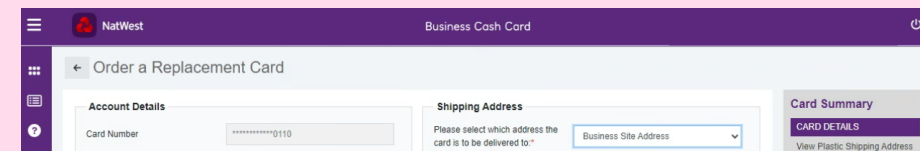
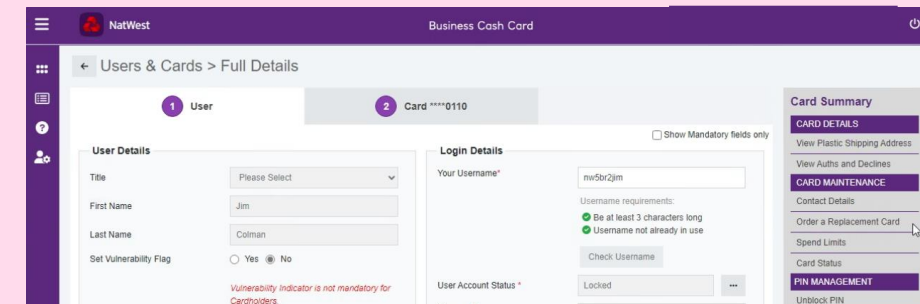
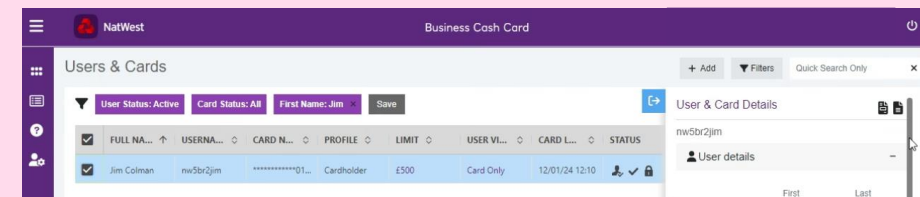
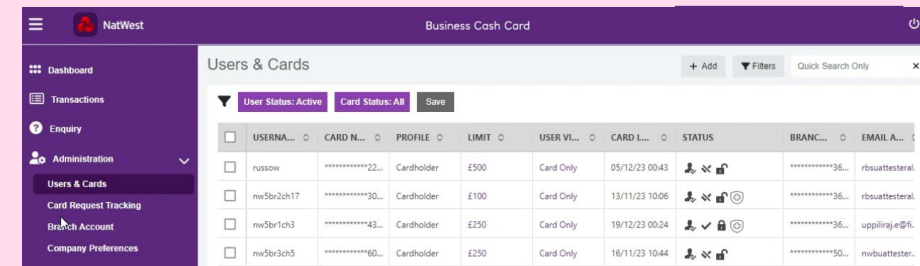
- Account Details:** Includes fields for Company Name, User, User Number, Last Name, Date of Birth, Nationality, and Country of Residence.
- Shipping Address:** Includes fields for Address Line 1, Address Line 2, City, County, Postal Code, and Country. A note states: 'Please select where you would like the card to be used'. There is also a section for 'Alternate Card Shipping Address'.
- Card Details:** Includes fields for Card Number, Expiry Date, and Cardholder Name.
- Contact Details:** Includes fields for Email Address, Work Phone, Mobile Phone, Residential Address Line 1, Residential Address Line 2, Residential Address City, Residential Address County, Residential Address Postal Code, and Residential Address Country.
- Limit Details:** Includes fields for Cash Withdrawal Limit and Cash Withdrawal Limit Refresh Period.

At the bottom of the form, there are links for 'Home', 'Contact Us', 'Privacy', 'Terms & Conditions', and 'Help'. A footer note reads: '© 2013 Citicorp Inc. or its affiliates'.



Order a replacement card

1. Select **Users & Cards** in the left side navigation.
2. Select the user that requires a replacement card by ticking the check box and select the **Full Details** icon on the right side navigation.
3. Click the **Order A Replacement Card** link from the **CARD MAINTENANCE** section on the **Card Summary** panel to order a replacement card on the NatWest portal.
4. Select the shipping address of the card and click on the order card button.
5. A pop up will appear to confirm the card has been reordered, click the close button to close the pop up.



Help & Support

→ Full user guides are available on the NatWest Business Cash Card portal

→ Visit the [NatWest Business Cash Card web page](#)

→ Additionally, you can ask a question through our chatbot CORA and Business Cash Card Team with answers to frequently asked questions



Thank you



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