NatWest

User Guide
NatWest Bank to You® Portal

Version 5.0 - October 2023

Contents

Introduction

Welcome to the new Bank to You® portal, moving our established product online to give you greater control over your services, delegate activities to the right staff and do this more quickly and efficiently. This portal has been jointly created by us and our partners at G4S Cash Solutions who carry out your collections and deliveries.

This document is provided to help you get started using the Bank to You® portal and give you pointers on how to carry out important activities.

Whether you're new to the Bank to You® product or already an established customer, you'll see some real benefits from using the portal:

- The ability for you and your staff to monitor, book, change, suspend or cancel individual services with G4S without calling or filling out forms

- Instead of all day bookings, you'll now be able to choose morning or afternoon slots (where available) and have a shorter time window in which you know G4S are due to arrive

- Enables you to control who can carry out different service administration activities, allowing you to delegate to your staff if you want to

- Order funds for your sites easily, either regularly or as required.

- Set up limits for your sites individually for cash orders

- Register new sites and track their progress being approved for services

- Optional email notifications of important events such as new bookings or user changes

- Review and update contact information for your site-based staff so we have up-to-date details if we need to contact you about your services

Terminology

These are some important terms that are used in this document. Please refer back to this section if you need these explained as you use the guide.

G4S Our partner organisation for Bank to You® who supports the portal and provides the collection and delivery services.

Sites Your addresses where we carry out services, also known as outlets or branches.

Bookings This is a collection service booked for a specific site, date and time period. Bookings may be one-offs (just for one date) or recurring (meaning they're set to repeat every 1, 2 or 4 weeks). They can be collection only or can include a delivery of cash if this service is in your agreement with us.

Administrator A person who has access to the portal and also has full access to its features including the ability to manage sites and other users.

Site User A person who has access to view and/or place bookings for one or more sites. This role is usually aimed at site-based staff who just need to manage bookings for their location.

Site Contact A person whose contact details are held on the portal but who does not have a login to access it.

Getting Started

Depending on whether you're an established customer (who has been using the Bank to You® service previously) or a customer who is new to the service, there are slightly different steps to get you up and running on the portal.

Therefore, we have written specific sections in this documents tailored to both categories - please read the following section that is applicable to you.

Getting Started for New Customers

This section will give you an overview of what to expect when you're set up for the Bank to You® service as a new customer.

- When you registered for the service, you'll have completed the Bank to You® application form and an Outlet form for each of your sites. We will use this information to set up your account on the portal, your login and your site addresses.

- As soon as we register your details, you'll be sent a welcome email with a link that can be used to set up your password. The process for this is detailed in the section called *Creating Your Password and Logging In*.

- Once logged in you'll see the Overview page which gives a broad view of what is going on with your account – more detail on this page can be found in the section called *Overview Page*.

- Your first activity on logging in for the first time should be to check that your sites look correct and let us know if anything needs amending. Contact details for us can be found on the portal and in the *Contact Us* section at the end of this guide.

- You'll need to complete a risk questionnaire for each of your sites. This will allow G4S to assess each location for security to make sure that cash services can be carried out safely. Instructions on how to do this can be found in the *Adding a New Site* section of this document.

- You can also set up other users who you want to be able to see or manage information via the portal. This can be either an administrator or a site user with limited access to one or more of your sites. See the *Managing User* section for more details on this.

- Once your sites are approved, you'll be able to book your collections and deliveries (if applicable) that best suit you, subject to availability. This is covered in the *Bookings* section.

- Your portal Customer Number will be displayed at the top of the page whenever you log into the system to help us identify you if you contact us.

Getting Started for Existing Customers

As an established customer, we will transfer your details, including your sites and existing booked services onto the portal for you. As such, this section describes how this will work and what to expect:

- Firstly, we will set up a login for you as the primary representative for your account.

- As soon as we register your details, you'll be sent a welcome email with a link that can be used to set up your password. The process for this is detailed in the section called *Creating Your Password and Logging In*.

- Once logged in you'll see the Overview page which gives a broad view of what is going on with your account – more detail on this page can be found in the section called *Overview Page*.

- Don't worry if you don't see your sites or bookings listed straight away - G4S will be transferring your information over and will let you know via email when it's ready for you to review.

- Once you're happy that your sites and bookings have been moved over, your services will switch over transparently from the start date we have advised you.

- You can also set up other users that you want to be able to see or manage information via the portal. This can be either an administrator or a site user with limited access to one or more of your sites. See the *Managing User* section for more details on this.

- Please note that as part of moving to the new system you'll be given a new Customer Number to replace your old Contract Number. This is displayed at the top of the page whenever you log into the system.
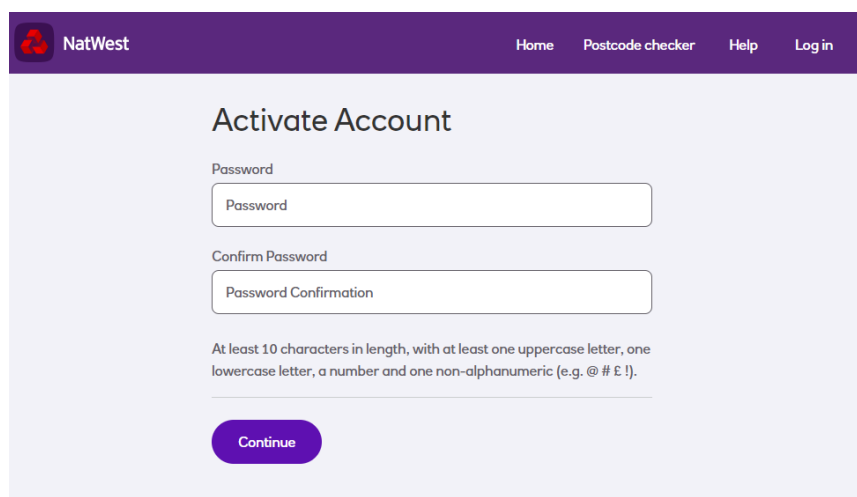
Managing Your Login

Creating Your Password and Logging In

When G4S first create your account you'll receive an activation email as follows:
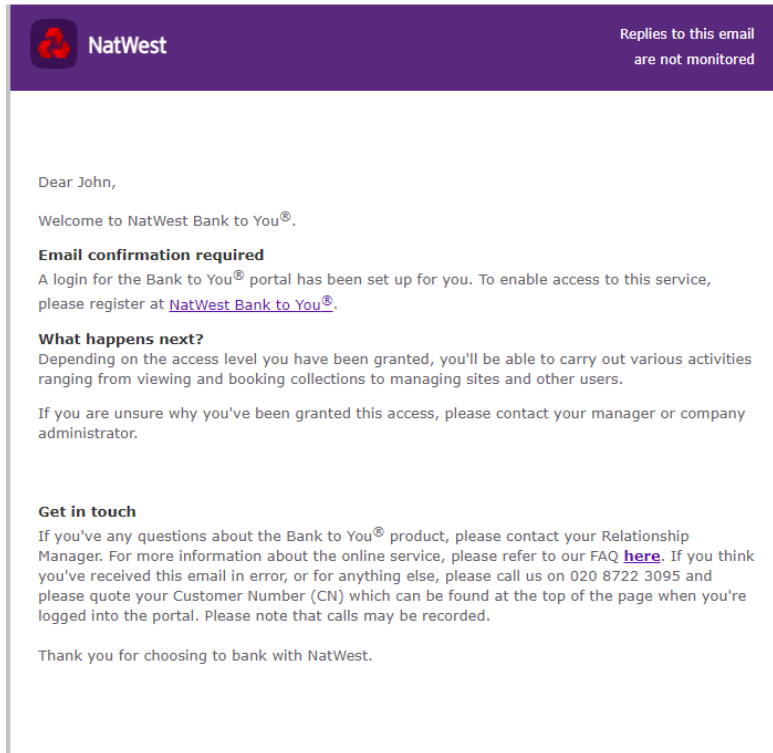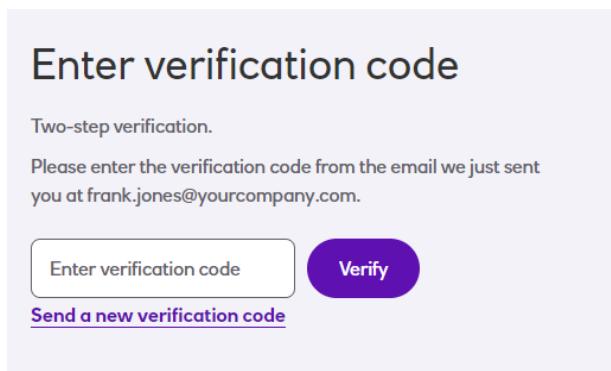

Select the link to display your initial password creation page. You've 5 days from receipt of the email to do this, after which it will expire. If this happens, you'll need to contact us to request a new one (see the *Contact Us* section at the end of this guide).

When creating your password, please note the minimum requirements for it to be secure:

Create a Password within the rules and select the **Continue** button.

You'll then be asked to authenticate your login using a verification code:

This code, a 6 digit number, will have been sent to your email address as below:

Please use this code within 10 minutes, inputting it into the verification code field in the screen above and selecting the **Verify** button. If the verification code has expired before you can use it, just follow the login process again to be sent a new code.

This will display a successful activation message as below:
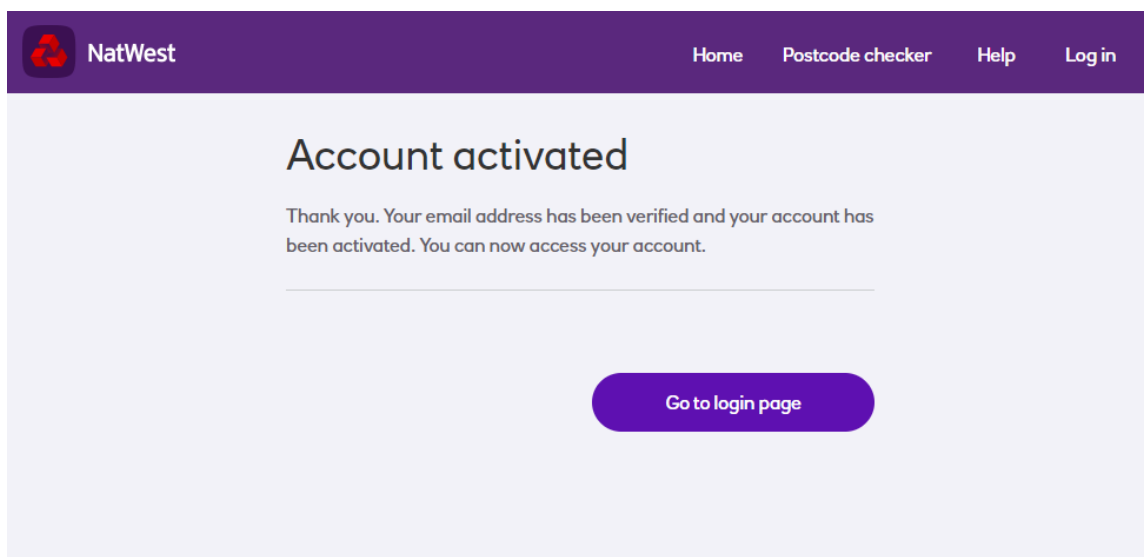
Logging In

The Bank to You ®portal can be accessed by clicking on the link below:

https://banktoyou.natwest.com

This will display the login page as shown below:

Simply enter your email address and the password you created and click the **Login** button to continue.

This may then display the on-screen message below indicating that a verification code will be emailed to you. The verification process doesn't happen every time you log in but will do so if you're logging in for the first time from a new PC or device, or if you haven't logged in for some time.
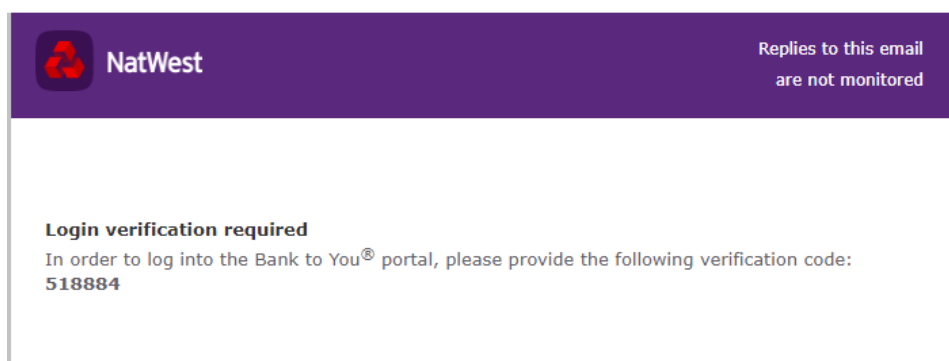
Enter verification code

Two-step verification.

Please enter the verification code from the email we just sent you at frank.jones@yourcompany.com.

| Enter verification code | **Verify** |

Send a new verification code

You'll receive an email with your unique 6 digit Verification Code - this must be used within 10 minutes of receipt:

NatWest

Replies to this email are not monitored

Login verification required
In order to log into the Bank to You® portal, please provide the following verification code:
518884
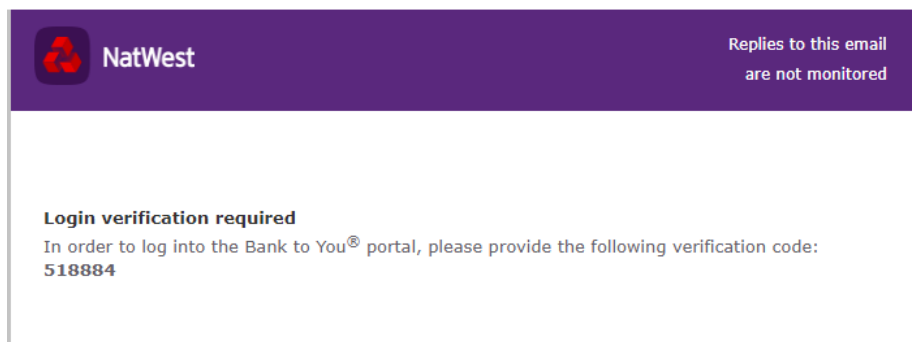
Enter the code into the above box and click the **Verify** button to complete the login process.

If the verification code has expired before you can use it, just follow the login process again to be sent a new code.

You'll then see the main portal Overview page which will look like the example below:

NatWest | Overview | Bookings | Sites | Users | Help & Support | Customer: CN80010044 | Log out

Hello Frank

Your next collections are

You don't have any upcoming collections.

Your sites

You don't have any registered collection sites.

Collection history

You have no completed collections to view.

Bank to You

A simple online cash management service.

Need help to prepare your banking? **Click here**

For help and guidance, please visit our **FAQs**
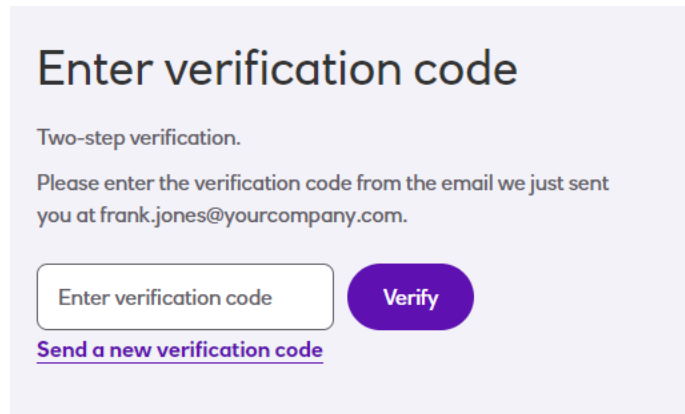
G4S Supported by G4S

Important information

Privacy policy
Cookie policy

Website terms

Website acceptable use policy
Terms of website use

Contact us

020 8722 3095

Please note that once you're logged in, for security, if your device is left idle for any length of time your login will time out. If this is going to happen, you'll see a warning displayed at the top of the page with a countdown:

Your session is going to expire in 35:37. For security reasons we are about to log you out due to inactivity. Restore Log out

Select **Restore** to continue your session or **Log Out**. If neither is selected, then after the displayed time you'll be automatically logged out

Changing Your Password

At any stage you can change your password by following the steps documented below.

First, select **User Profile** from the top menu:
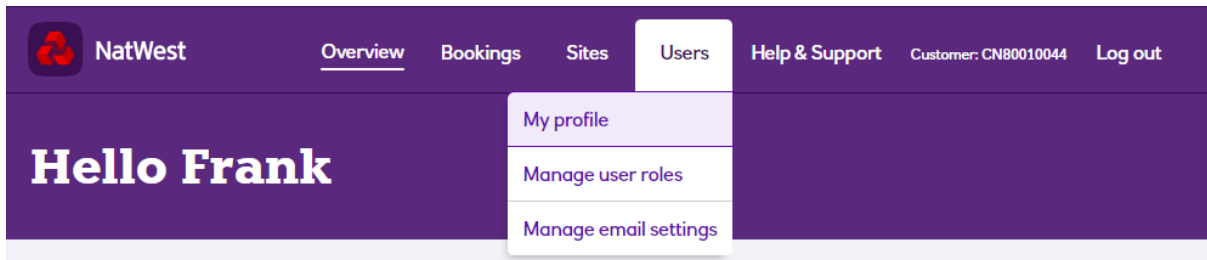
You'll then see the following screen where you can view your user profile details:

Click on the **Reset Password** button and this will log you out of the system and send you a reset password link via email:

Once you click the link in the email, this will open a page where you can input your new password:

Your password must be at least 10 characters in length, with at least one uppercase letter, one lowercase letter, a number and one non-alphanumeric (e.g. @ # £ !)

Repeat this in the **Confirm new password** field and select **Save Changes.** You'll be prompted if they don't match or you've input the current password incorrectly.

Once done, you'll see a confirmation and a link to return to the login page so that you can log in with your new password:

You'll also be sent an email confirming that your password has been changed:

Forgot Password

If you happen to forget your password, navigate to the login screen, and select the **Forgot your password?** link below the Password field:

Log in

Enter your details below

Email

Enter your email

Password

Enter your password

Forgot your password?

Login

This will prompt you to enter your email as below:

NatWest

Reset password

Enter a valid email address and we'll send you instructions on how to reset your password.

Email

Enter email

Reset password

Once input, click **Reset password** and a confirmation message will inform you to expect an email with the next step:
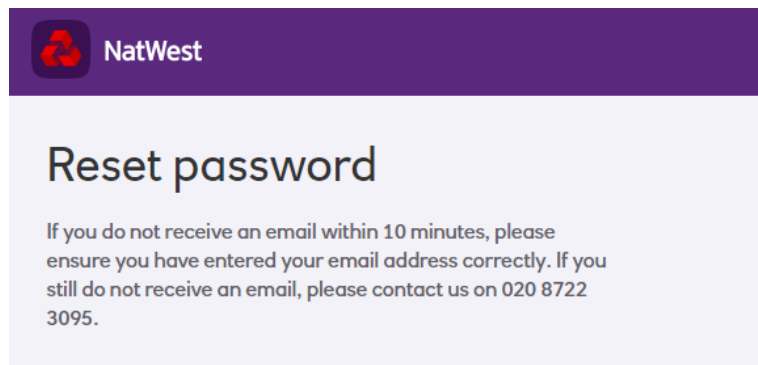
The email you receive will have a link to follow:

Once you click the link in the email, this will open a page where you can input your new password:

Your password must be at least 10 characters in length, with at least one uppercase letter, one lowercase letter, a number and one non-alphanumeric (e.g. @ # £ !)

Repeat this in the **Confirm new password** field and select **Save Changes.** You'll be prompted if they don't match or you've input the current password incorrectly.

Once done, you'll see a confirmation and a link to return to the login page so that you can log in with your new password:

You'll also be sent an email confirming that your password has been changed:

Updating Your Contact Details

At any stage you can update your user profile details by following these steps.

First, select *Users* from the top menu, the *My profile*:
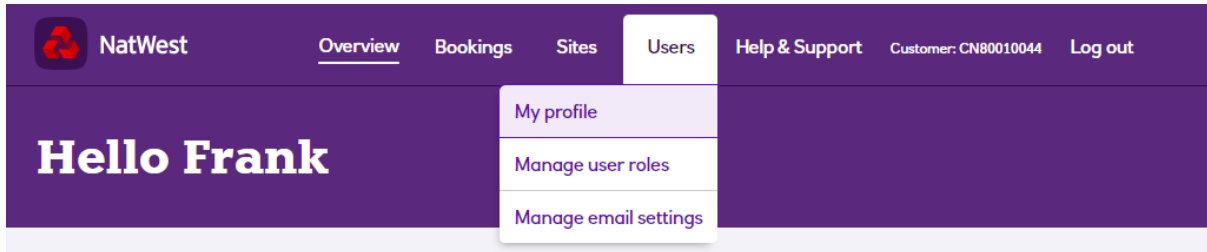
You'll then see the following screen where you can view your user profile details:
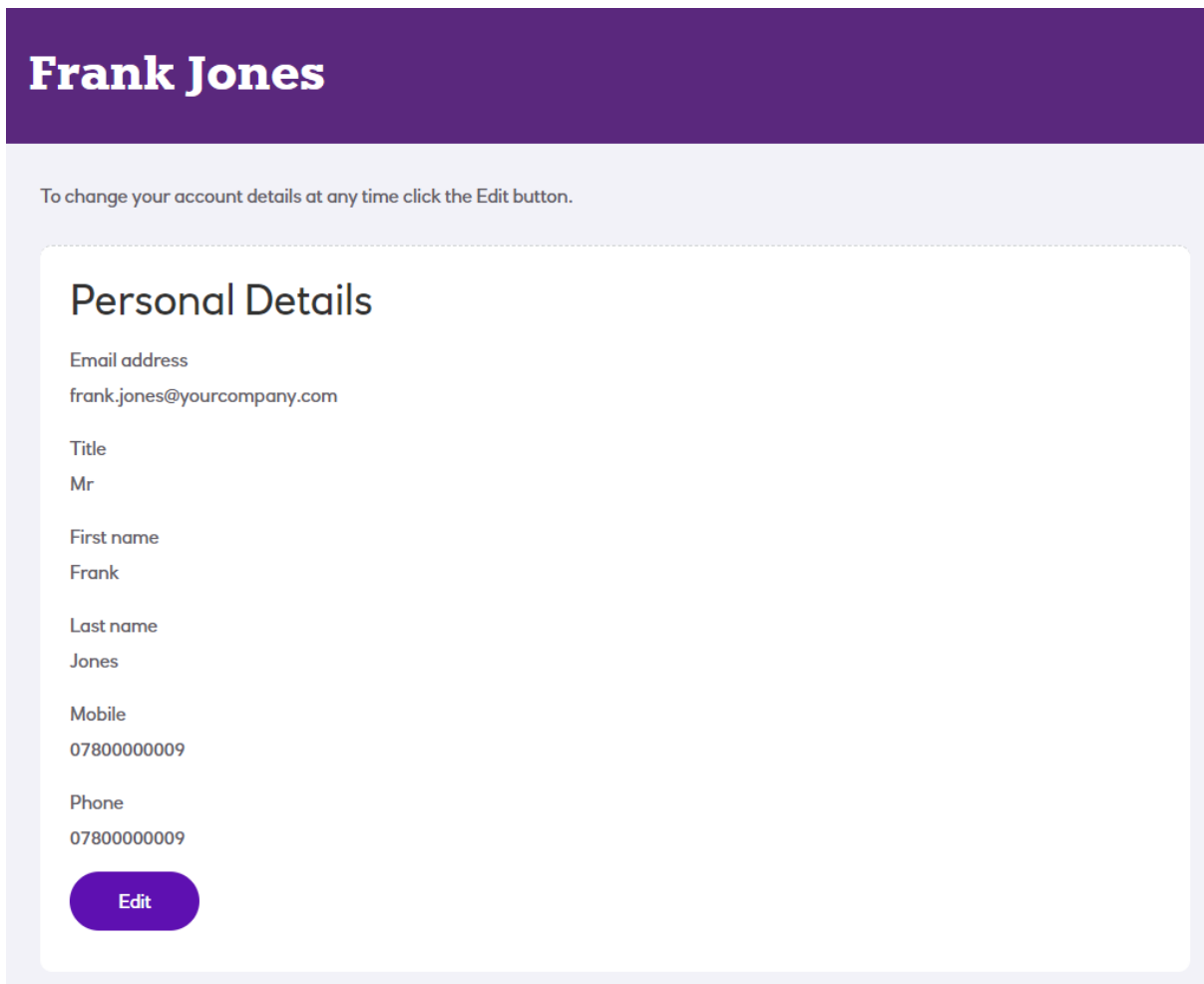
In order to change any of the details, click the **Edit** button. There are some rules to be aware of about this information:

- All fields are mandatory except for *Mobile.* However, you may input your mobile number into the *Phone* field if you don't have a landline number.

- Changing your email address is a special case as it is also your login. See the following section for more details.

Changing Your Email Address

Refer to the section immediately above for information how to access the *Manage Profile* page. From here you can change your email address by clicking the **Edit** button.

Because your email address is also your login, changing this will cause you to be automatically logged out for security reasons.

Please note that you cannot have the same email address as another user set up against your company.

It is important to take care to ensure your email address is accurate. Click the **Save** button once you've completed the change.
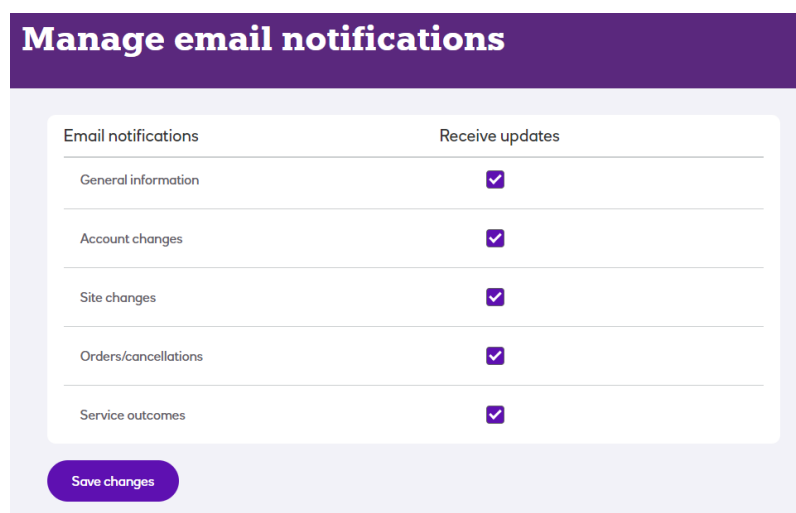
Changing Your Email Preferences

As an administrator, by default you'll be sent email notifications whenever an important activity takes place. This includes creating or amending sites, users and bookings. However, if this is not useful to you, it is possible to update your preferences to switch this off.

Firstly, select the *Manage email settings* option under *User Profile* on the menu:
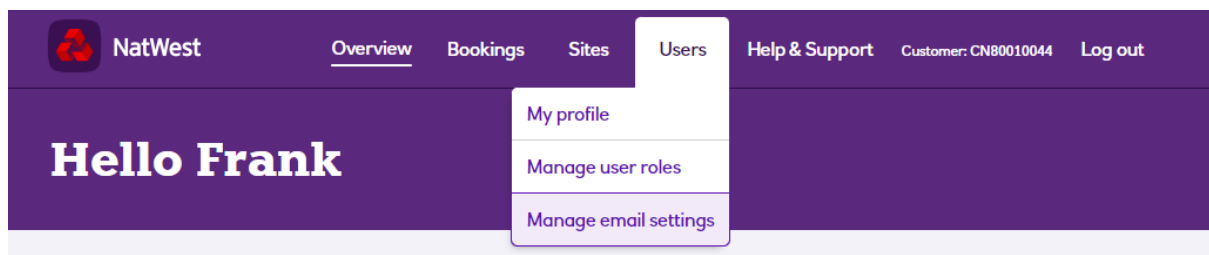
The Manage email notification gives you a list of categories that you can tick/untick to opt in or out as required:

These categories are:

General information   Any general announcements about the service

Account changes   Changes to users including new logins, email changes etc.

Site changes   Any new or updated sites

Orders/cancellations   New, amended or cancelled bookings

Service outcomes   Service confirmations i.e. has the service been carried out and was it successful

Click the Save changes button to confirm your amendments.

🛈 **Your email settings have been updated**

Overview Page

Once logged into the portal, the Overview page will be displayed:

This contains:

- Your **Customer number**, shown at the very top of the page
- a menu bar at the top with links to useful functions
- a high level summary of your account displayed across 4 panels
- a set of links at the foot of the page covering policies as well as terms and conditions for using the site.

Each of the four panels gives summary details about different aspects of your account and these are described below.

Top Left - Upcoming Collections Panel

This will display your next three collections in date order:

To see the full list of your collections, just select the **View all** button to open the *Upcoming bookings* page:

Upcoming bookings

Search by collection ID 🔍

Order placed by ⌄   All sites ⌄

☐ Show cancelled bookings

| Upcoming | Recurring |

ⓘ Please note we've streamlined the options against each booking to make it easier to update your services. Please refer to the User Guide for details.
ⓘ Collections must be cancelled by 12pm the day before the service and deliveries must be cancelled by 11:30am two working days before the service.
ⓘ To change the date or time of a service you'll need to cancel it and schedule another booking.

Page 1 of 1

Date		Site	Collection	Delivery	Status
Fri	13/10/2023 09:00 - 13:30	Kylemore	Up to £7,500.00	£500 total across 1 pack(s)	View & Edit
Booked by: Roger Horne - Collection ID 809007206					
Fri	20/10/2023 09:00 - 13:30	Kylemore	Up to £7,500.00	£500 total across 1 pack(s)	View & Edit
Booked by: Roger Horne - Collection ID 809007207					
Fri	27/10/2023 09:00 - 13:30	Kylemore	Up to £7,500.00	£500 total across 1 pack(s)	View & Edit
Booked by: Roger Horne - Collection ID 809007208					
Fri	03/11/2023 09:00 - 13:30	Kylemore	Up to £7,500.00	£500 total across 1 pack(s)	View & Edit
Booked by: Roger Horne - Collection ID 809007209					

Please note that this example is for a customer that has delivery services enabled. If you're a customer that currently does not have this option, the *Delivery* column heading and data will be blank.

It is important to check that all your expected initial collection and delivery services are listed here and are set at the correct collection value level
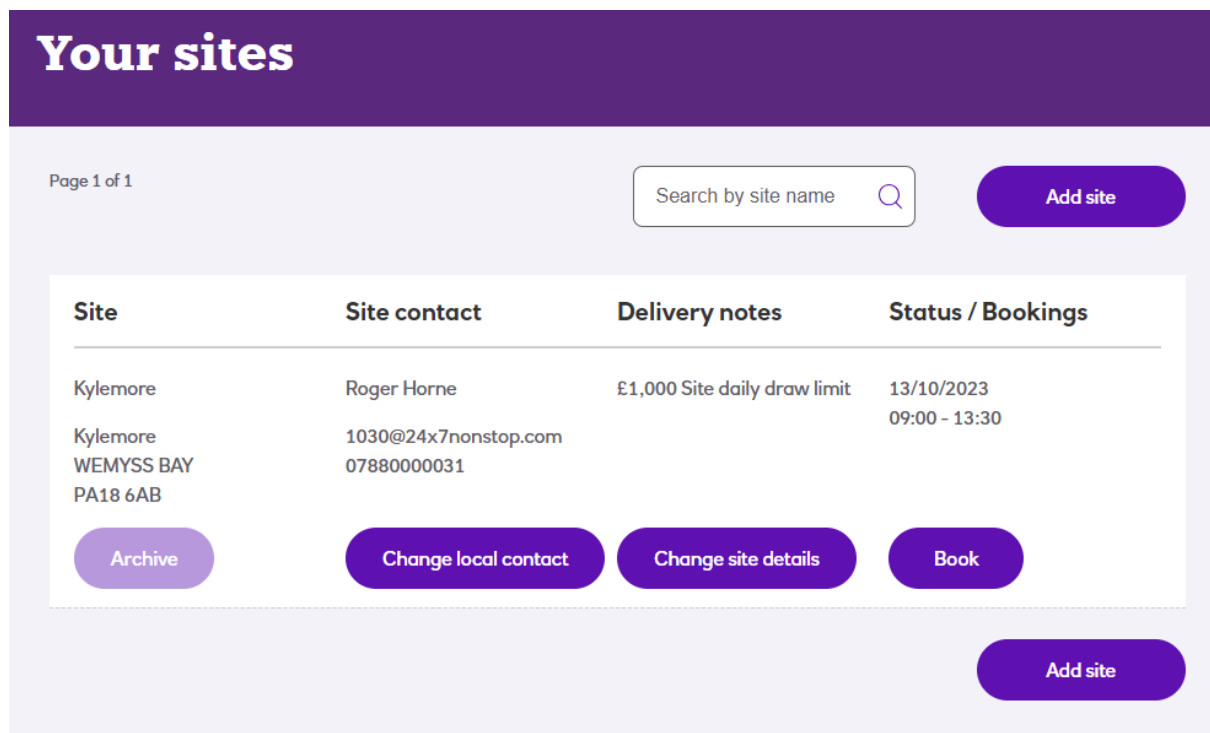
Please refer to the section *Manage Bookings* regarding use of the functions within this screen to make any changes you require.

Top Right - Sites Panel

This displays your first few sites along with their status – initially they'll all be active

To see the full list of sites, select the **View all** button:
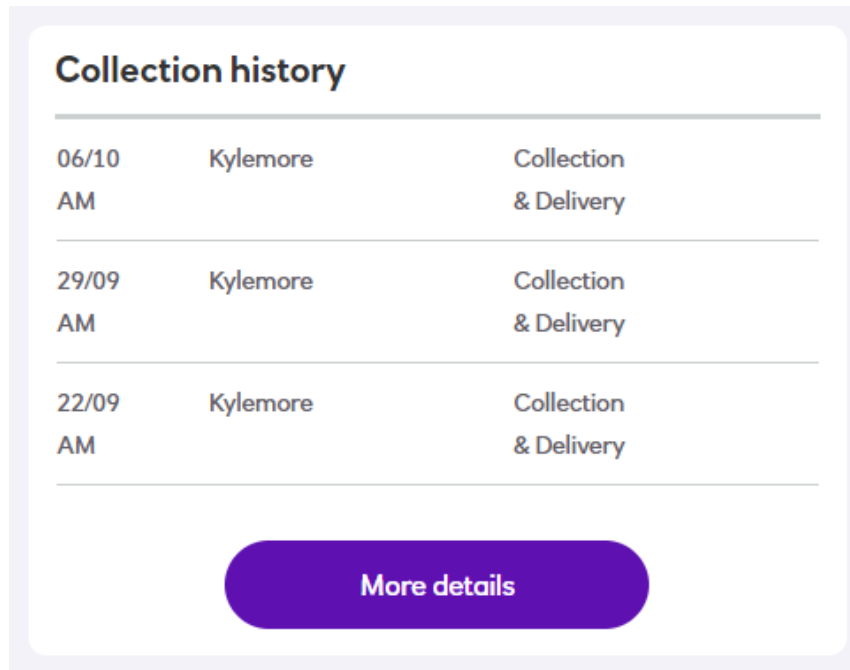
Please note that this example is for a customer that has the delivery service enabled. If you're a customer that currently does not have this option, the text under the *Delivery notes* heading will indicate 'Deliveries not enabled' for each site.

We recommend that you check each site is correctly set up with the right address, site name, contact and drawing limit where applicable.

If any details are incorrect then refer to the *Managing Sites* section later in this document for guidance on how to change them and to the *Managing Users* section for editing user details and access levels.
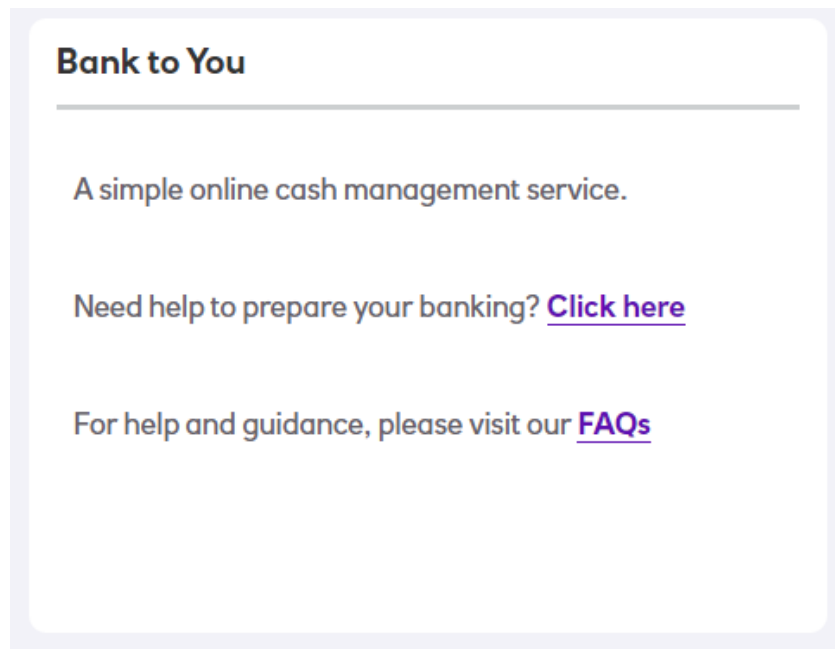
Bottom Left - Collection History Panel

Collection history

06/10 AM	Kylemore	Collection & Delivery
29/09 AM	Kylemore	Collection & Delivery
22/09 AM	Kylemore	Collection & Delivery

More details

Initially this will show as above, however once your services are carried out and completed, their history will be displayed here

Bottom Right - Help Panel

Bank to You

A simple online cash management service.

Need help to prepare your banking? **Click here**

For help and guidance, please visit our **FAQs**

The text in here may be updated occasionally but will always give you links to the Prepare Banking Guide and the FAQs.

Menu Bar Functions

On most pages of the portal, there will be a menu bar available at the top as a quick way to navigate to key information and functions you may need to use.
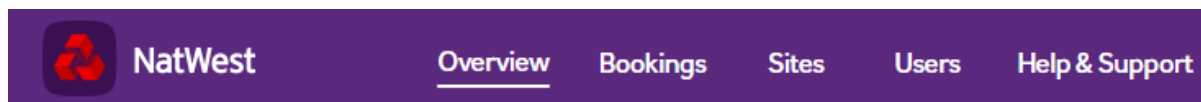
A summary of these headings are:

Overview   Takes you to the main page, covered in the *Overview Page* section

Bookings   Menu of functions relating to making and managing bookings – see *Bookings*

Sites   Contains functions for adding and updating sites – see *Managing Sites*

Users   Options that allow you to update your own account and manage other users if you've permissions

Help & Support Sections for frequently asked questions, useful documents (including this guide) and *Case Management* which allows you to raise support requests directly with us electronically.

Help & Support

This menu contains functions to help you get the most out of the portal, understand how to use the key functions and seek help if you need it.
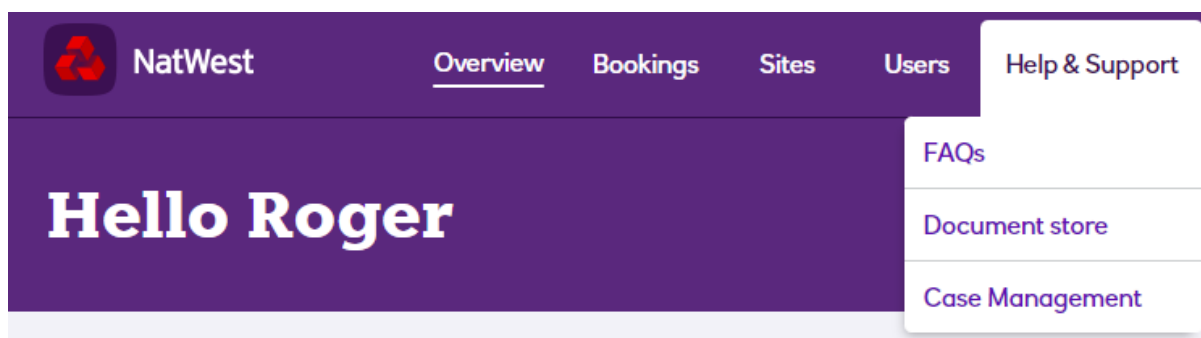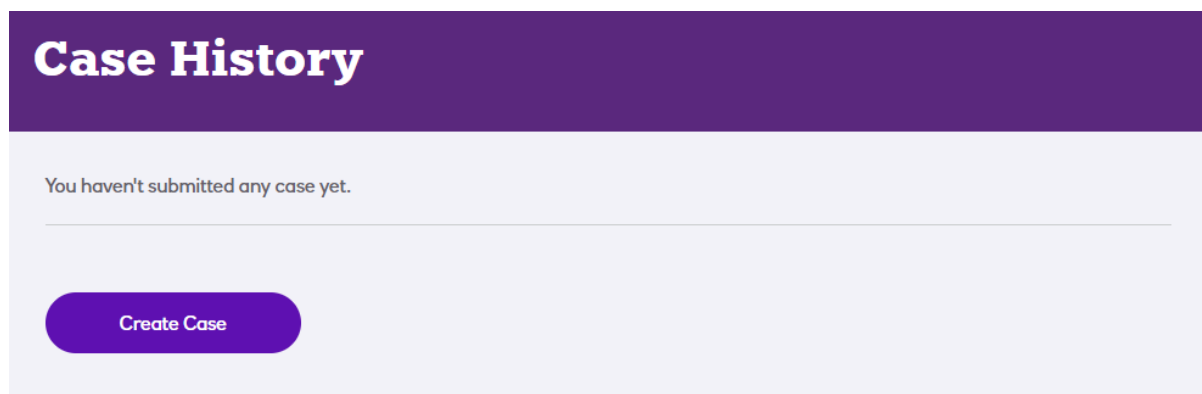
Help & Support	Selecting this option will display the opening times and contact details for our Customer Support
FAQs	Frequently asked questions covers multiple topics detailing most of what you'll need to know about the portal. Ideally it's best to check here first before contacting the Support Team as you may find it answers your questions.
Document Store	This contains links to useful documents such as the Cash Preparation Guide and Security Checklist to help you prepare for services and carry them out safely. It also has links to terms and conditions for using the portal and relevant policy documents.
Case Management	This option allows you to raise online support requests with us for a multitude of topics when you need help or guidance.

Case Management

This page allows you to raise a support request with us should you have a question or issue. You can access it by selecting *Case Management* from the *Help & Support* menu:
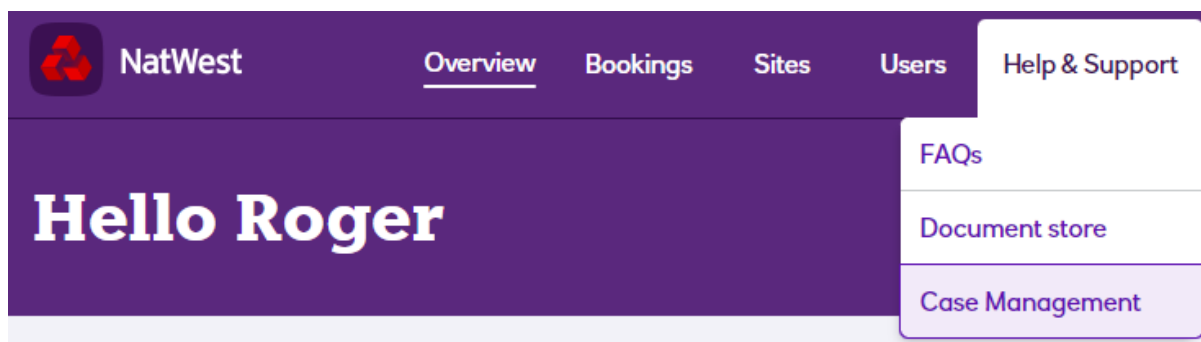
This will present the page where you can raise and review previous cases you've raised:
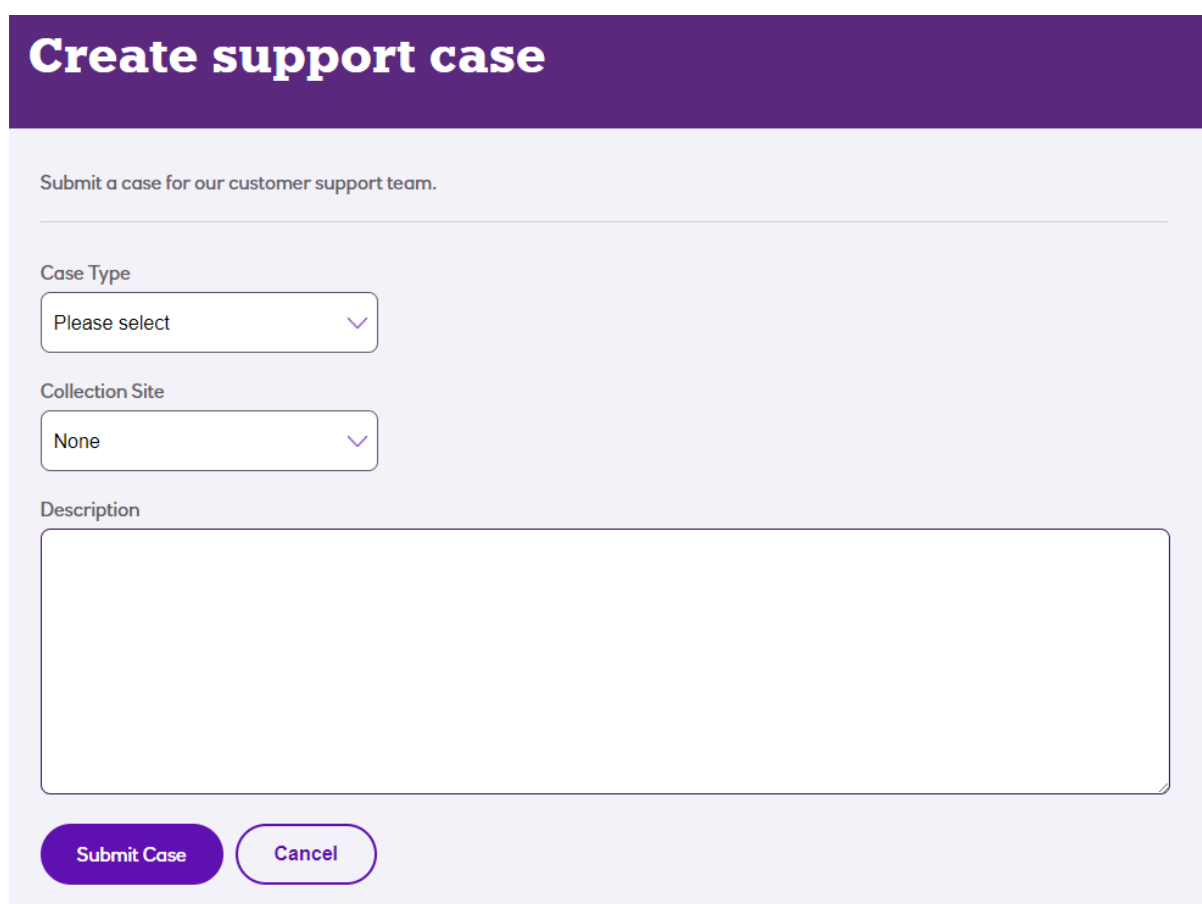
Case History

You haven't submitted any case yet.

Create Case

To raise a case, click the Create Case button and you'll be presented with a form to complete:

Create support case

Submit a case for our customer support team.

Case Type

Please select ∨

Collection Site

None ∨

Description

Submit Case   Cancel

The **Case Type** will give you a list of topics to choose from – select the one that best matches your query. Depending on which one you choose, you may see some text appear underneath to give you guidance which may address your question or direct you on next steps.

If your query relates to a specific site, please choose that site from the **Collection Site** drop down list.

Finally, the **Description** text box allows you to type details of your query. Generally, the more detail you can provide, the better. Once complete, click the **Submit Case** button and you'll get a confirmation via email and you'll be able to see your new case listed:

Case History

Search by Case Type

| All ∨ |

Search by Case Status

| All ∨ |

Create Case

Case No.	Description	Type	Date	Status
85085	We are relocating to a new site. May I request guidance on how to complete this on the portal?	General Enquiry	11/10/2023 13:21	Submitted

The case number for your query will be shown in the left column. This is a link that you can click to see any subsequent notes regarding your case and also add more details via the **Reply** facility:

\+ **Case replies**

Jarryd Aubert (11/10/2023 13:22) wrote:
Hello,

Thank you for your enquiry. You can find the info you need in the Help section of the portal.

Reply

Submit Reply   Cancel

When any updates are made to your case, you'll be sent an email to advise you to log in and review the changes. Once you confirm your query been dealt with, it status will be changed to *Closed*.

Managing Bookings

The **Bookings** menu contains functions relating to making and managing bookings for both collections and deliveries.
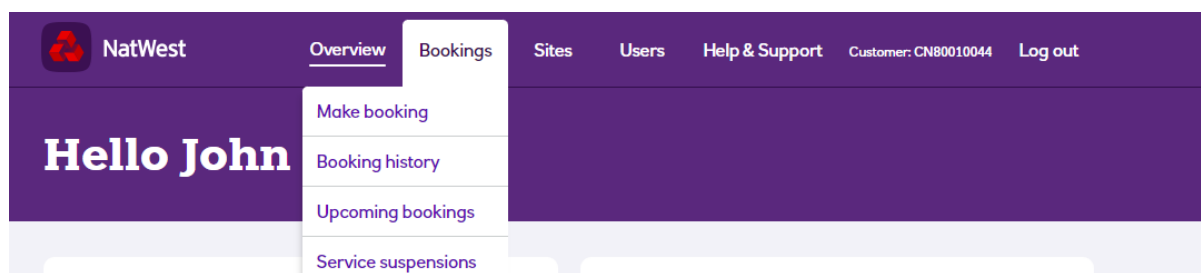
In general, these are available to all users that have been granted access to view (or manage bookings) for one or more sites.

Cut-off Times

Before making bookings, it is important to understand there are certain deadlines for requesting new services or changing existing ones.

To allow for G4S to plan and prepare for your services, we have set cut-off times for new bookings, amendments and cancellations. More notice is required for changes to services with deliveries as this includes time to prepare your cash order and transport it ready for delivery.

The portal will always ensure that you're creating or changing bookings in time, but this table is a useful reference to know what these are:

Action	Service Day						
	Mon	**Tues**	**Weds**	**Thurs**	**Fri**	**Sat**	**Sun**
Collection Only Booking	12:00 Fri	12:00 Mon	12:00 Tues	12:00 Weds	12:00 Thurs	12:00 Thurs	N/A
Collection Only Cancellation	12:00 Fri	12:00 Mon	12:00 Tues	12:00 Weds	12:00 Thurs	12:00 Thurs	N/A
Delivery Booking	11:30 Fri	11:30 Mon	11:30 Tues	11:30 Weds	11:30 Thurs	11:30 Thurs	N/A
Delivery Cancellation or Amendment	11:30 Thurs	11:30 Fri	11:30 Mon	11:30 Tues	11:30 Weds	11:30 Weds	N/A

Making a New Collection Booking

This process applies to both customers with and without deliveries enabled for their service, with extra information relating to ordering a cash delivery covered last.

Please refer to the *Cut-Off Times* section for details of the deadlines for making new collection and delivery bookings.

To make a new booking for a collection service you can access the relevant pages in two ways:

- Selecting **Bookings** and then **Make Booking** from the top menu
- From your list of locations on the site page and just select the **Book** button alongside the relevant site (see *Managing Sites*) which skips the site selection page.

Choose Site

1	2	3	4	5
Site	Value	Collection date	Details	Confirmation

Select the site to book a collection from:

Kylemore, Kylemore ▽

Kylemore
Kylemore
Greenock Road
WEMYSS BAY
RENFREWSHIRE
PA18 6AB
United Kingdom

Local contact: Roger Horne

Continue

Once a site has been selected and confirmed then the first page that will be displayed is the collection service value selection:

Choose Site

① ② ③ ④ ⑤
Site   Value   Collection date   Details   Confirmation

What's the cash value of your collection?

The maximum deposit is £15,000. You don't need to include the value of any cheques in this amount.

○ Up to £7,500

◉ Between £7,500 – £15,000

It's important for us to know if you're depositing below £7,500 or between £7,500 and £15,000 so we can arrange the right van and insurance levels for your collection.

The maximum deposit size is subject to location. Please select your preferred deposit size above to see if this service is currently available for your location.

Continue

Select the level which corresponds with how much you intend to deposit and **Continue** to display the calendar:

Kylemore

Kylemore, PA18 6AB, WEMYSS BAY

Monday	Tuesday	Wednesday	Thursday	Friday	Saturday
09 Oct	**10 Oct**	**11 Oct**	**12 Oct**	**13 Oct**	**14 Oct**
09:00 – 13:30	09:00 – 13:30	09:00 – 13:30	09:00 – 13:30	Booked ✓ 09:00 – 13:30	09:00 – 13:30
12:30 – 17:00	12:30 – 17:00	12:30 – 17:00	12:30 – 17:00	12:30 – 17:00	12:30 – 17:00

❯ ❯❯

This will display the service availability of each morning and afternoon slot for this site for each day of the week.

A key to the calendar is as follows:

- Where a time slot is crossed out, this indicates it is not available for booking – this is because our vehicles have certain coverage at different postcodes at different times.

- Where your site already has a booking, it will be indicated with a green tick and 'Booked; as in the example above. Please note that you cannot book multiple collections for the same site for the same day so this is not available for selection

- Slots that are available for booking are marked as 'Available' and can be clicked to select one. Morning slots are shown with a darker background to contract against lighter afternoon slots.

Use the single navigation arrow to move the display forward one week or the double arrow to move it a month at a time. The calendar will display up to 12 weeks into the future. If you don't see any slots available at first, it may be because you've passed the deadline for bookings in this week so page forward to see more dates.

Once a time slot is selected, additional information will be displayed beneath confirming the details of your choice:

	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday
	16 Oct	17 Oct	18 Oct	19 Oct	20 Oct	21 Oct
	Available 09:00 - 13:30	09:00 - 13:30	Available 09:00 - 13:30	09:00 - 13:30	Booked 09:00 - 13:30	09:00 - 13:30
	Available 12:30 - 17:00	12:30 - 17:00	Available 12:30 - 17:00	12:30 - 17:00	12:30 - 17:00	12:30 - 17:00

Select your delivery amounts

Choose up to 2 coin packs and as many note packs as required up to your available limit of £1,000

Coin Pack 1 - £410	Coin Pack 2 - £274	Coin Pack 3 - £200	Coin Pack 4 - £500	Coin Pack 5 - £500	Note Pack - £500
£2 – £60	£1 – £160	50p – £100	£1 – £500	£2 – £500	£5 – £500
£1 – £340	50p – £60	20p – £70			
50p – £10	20p – £30	10p – £25			
	10p – £10	5p – £5			
	5p – £10				
	2p – £2				
	1p – £2				
− 0 +	− 0 +	− 0 +	− 0 +	− 0 +	− 0 +

Delivery total £0 across 0 packs

Date	Timeslot	Recurrence
18/10/2023	12:30 - 17:00	One-off ⌄

Service date	Selected
18/10/2023	☑

Cancel   Add booking

The **Recurrence** setting determines if you want a one-off service that happens for one date only or a regular, repeating service.

If you only want to book a single date, you can click **Add booking** to continue onto the confirmation step. If you would like the booking to repeat over a period or indefinitely, additional instructions on how this works are covered in the *Booking a Recurring Service* section later in this document.

If you a deliveries customer, you'll also see additional sections relating to the funds you wish to order. In this case, please refer to **Booking a Delivery with a Collection** later in this document.

Once you add the booking, the page will return to the calendar view in case you wish to book further time slots. This is a quick way to book several dates in one go.

The booking you just added will be waiting to be confirmed and shows as **Selected** in the calendar:

Once you've selected all the bookings you want, just click **Continue** to move onto the review step:

At this point any (or all) of the bookings can be removed from this order by selecting either the **Remove** button for the individual service or the **Remove All** option. Once you've checked your bookings look correct, select **Confirm Booking** to complete the order.

This will display the Booking confirmation screen as below which can be printed off for your records if required. However you'll also receive an email with the same confirmation details.

Booking confirmation

The **Print booking confirmation** link will open a print friendly version of the page. You can then choose to print from your browser's menu. Pressing Control + P also brings up the print dialog for most browsers.

Booking a Recurring Service

A regular recurring order can be placed in a similar way as a one-off booking described above. Please refer to the *Cut-Off Times* section for details of the deadlines for placing new bookings.

Recurring bookings can be open-ended, in which case it will be placed for the same site, day of the week and time slot and will not end until you choose to terminate it. Alternatively, you can set the end date when you book it if you know in advance how long you'll need it for.

In either case, the recurrences can be once a week, once every two weeks or once every four weeks. Once you select one of these options from the **Recurrence** dropdown list, more information is displayed:

Once the required frequency is selected then it will display all the upcoming dates for this order:

Note that if any occurrence falls on a day when it cannot be serviced (due to Bank Holiday or non-availability) then this will be indicated. If one of the dates is not suitable for your site, then it can also be deselected here by just unticking that date.

It's important to note that the portal works on a 12 week basis so will only show dates up to 12 weeks into the future. However, once you place your recurring booking, it will roll forward automatically each week, adding new dates as required.

All remaining steps are as per the booking process covered in *Making a New Collection Booking* above.

Upcoming Bookings

The **Upcoming bookings** page shows all the bookings that have been made for future dates:

Upcoming bookings

Search by collection ID 🔍   Order placed by ⌄   All sites ⌄

☐ Show cancelled bookings

| **Upcoming** | **Recurring** |

ⓘ Please note we've streamlined the options against each booking to make it easier to update your services. Please refer to the User Guide for details.
ⓘ Collections must be cancelled by 12pm the day before the service and deliveries must be cancelled by 11:30am two working days before the service.
ⓘ To change the date or time of a service you'll need to cancel it and schedule another booking.

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Date		Site	Collection	Delivery	Status
Fri	13/10/2023 09:00 - 13:30	Kylemore	Up to £7,500.00	£500 total across 1 pack(s)	**View & Edit**
Booked by: Roger Horne - Collection ID 809007206					
Wed	18/10/2023 12:30 - 17:00	Kylemore	Up to £15,000.00		**View & Edit**
Booked by: Roger Horne - Collection ID 809037229					
Fri	20/10/2023 09:00 - 13:30	Kylemore	Up to £7,500.00	£500 total across 1 pack(s)	**View & Edit**
Booked by: Roger Horne - Collection ID 809007207					
Fri	27/10/2023 09:00 - 13:30	Kylemore	Up to £7,500.00	£500 total across 1 pack(s)	**View & Edit**
Booked by: Roger Horne - Collection ID 809007208					
Fri	03/11/2023 09:00 - 13:30	Kylemore	Up to £7,500.00	£500 total across 1 pack(s)	**View & Edit**
Booked by: Roger Horne - Collection ID 809007209					

This example is for a customer that has delivery services enabled. If you're a customer that currently does not have this option, the *Delivery* column heading and data will be blank.

The default display is by date order with the earliest one first irrespective of site – you'll only be able to see bookings for sites that you've been set up to have access to.

There are filters you can apply for **Order placed by** or **Site name.** There is also a tick box to allow you to display or hide cancelled bookings. This is useful if you've made a lot of

changes to your future bookings and have a number of cancelled dates that you don't need to see.

The default **Upcoming** view (as above) displays individual booked dates whether they're one-off bookings or dates added as a result of a recurring booking. However, by clicking the **Recurring** tab in the top left of the page, you can change the view to show the high-level details of the underlying recurring bookings if you've any:

It's important to note that the portal will only show individual dates for a recurring booking up to 12 weeks into the future.

Changing the Collection Value Level

When booking a collection, you'll have selected whether you require a £7.5k service or a £15k service. However, if you want to change this at a later point, it is possible to upgrade or downgrade the value chosen. Note that this can only be done for individual dates and not a recurring booking as a whole - in this case you'll need to cancel the recurring booking and recreate it with the new level.

Changing the level of a booking carries out an automated cancellation and rebooking of the service you're upgrading/downgrading. Please refer to the table *Cut-Off times* at the beginning of the *Managing Bookings* section for specific rules about deadlines for cancellations which also apply in this case.

To change the collection level of a booking, first navigate to the *Upcoming Bookings* page and locate the required service.

Next, click the **View & Edit** button alongside the booking you want to amend. This will display a pop-up form where you can change details about your booking:

View, Edit or Cancel your service

Please note that if you wish to cancel a regular service going forward, you should switch to the Recurring view on this page and update or cancel the recurring booking.

Please note that cancellations should be applied by 12pm the day before collection, or by 11:30am two working days before if there is an associated delivery.

Location	Kylemore
Date	03/11/2023 09:00 - 13:30
Collection ID	809007209

Cancel booking

Would you like to cancel this booking?

[Cancel]

Change collection value

Please confirm that you want to upgrade the maximum value of the following service to £15,000?
03/11/2023 at **Kylemore**
Note that this will cancel your original service and replace it with the chosen alternative.

[Change]

Change your delivery

Choose up to 2 coin packs and as many note packs as required up to your available limit of £1,000

Coin Pack 1 - £410	Coin Pack 2 - £274	Coin Pack 3 - £200	Coin Pack 4 - £500	Coin Pack 5 - £500	Note Pack - £500
£2 – £60	£1 – £160	50p – £100	£1 – £500	£2 – £500	£5 – £500
£1 – £340	50p – £60	20p – £70			
50p – £10	20p – £30	10p – £25			
	10p – £10	5p – £5			
	5p – £10				
	2p – £2				
	1p – £2				
– 0 +	– 0 +	– 0 +	– 0 +	– 1 +	– 0 +

Delivery total £500 across 1 packs

[Update delivery]

Remove your delivery

This cannot be undone but you can re-add a delivery again as long as our delivery lead times and credit limits permit.

[Remove delivery]

Next, click the **Change** button under the **Change collection value** section. This will change the booking to the alternative available value. If there is no availability for the level of service you're changing it to (for the specific time and date within the change deadline) you'll see a message advising you that the option isn't available; otherwise, you'll be displayed the following confirmation prompt:
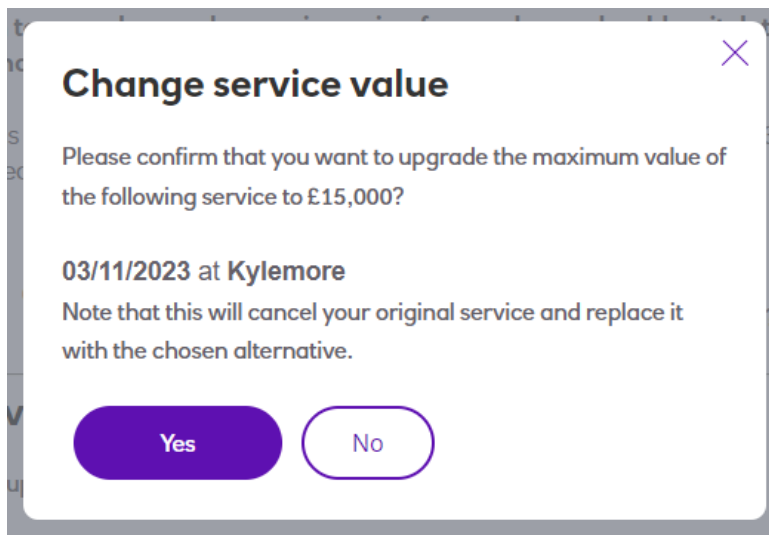
At this point select **Yes** to proceed or **No** to back out if selected by mistake.

Please note that this will trigger the existing job to be cancelled and immediately replaced with one for the same site and time slot at the newly selected level. Any associated delivery will also be linked to the new service.

An email will be sent to you to confirm the change.

You'll notice that the upcoming bookings view will now display the updated booking. However, if you have the Show cancelled booking filter ticked you will be able to see the original booking that was automatically cancelled.

Old & New booking:

Cancellations

When cancelling bookings, you can either cancel individual dates or you can terminate a whole recurring booking. It is important to understand that cancelling single dates will not stop any underlying recurring booking from continuing so it's important to cancel (or end date) this if you don't want it to continue into the future.

Cancelling a One-Off Booking (or a single occurrence of a recurring order)
The following instructions are the same for a collection-only service or for a collection that has an associated delivery. It is possible to cancel just the delivery element on its own and this is covered in the section *Cancelling a Delivery* later in this document.

Please refer to the table *Cut-Off times* at the beginning of the *Managing Bookings* section for specific rules about deadlines for cancellations.

To cancel an order, navigate to the *Upcoming Bookings* page from the menu and find the booking you wish to cancel. Select the **View & Edit** button alongside the booking concerned to cancel and this will display a pop-up form where you can change details about your booking:

Next, click the **Cancel** button, and the following confirmation will be displayed:

Selecting **No** will undo this command and selecting **Yes** will proceed with the cancellation. Please note that cancellations cannot be undone so you'll need to rebook if you need to restore a booking.

The relevant service will now show as

Fri	20/10/2023 09:00 - 13:30	Kylemore	Up to £7,500.00	£500 total across 1 pack(s)	**View & Edit** Cancelled (11/10/2023)

Booked by: Roger Horne - Collection ID 809007207

An order cancellation email will be sent to confirm the change.

Setting an End Date for a Recurring Order

To change or set the end date for a recurring booking, navigate to the *Upcoming Bookings* page from the menu and find the recurring booking you wish to cancel.

It is important to select the **Recurring** tab view on this page to view the recurring bookings rather than individual dates:

Upcoming	**Recurring**
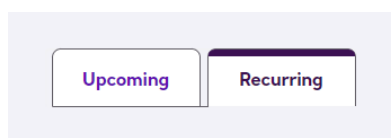
Select the **View & Edit** button alongside the recurring booking you wish to update:

Order placed by ⌄	All sites ⌄

Upcoming	**Recurring**

ⓘ Please note we've streamlined the options against each booking to make it easier to update your services. Please refer to the User Guide for details.
ⓘ Collections must be cancelled by 12pm the day before the service and deliveries must be cancelled by 11:30am two working days before the service.
ⓘ To change the date or time of a service you'll need to cancel it and schedule another booking.

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Date	Start/End	Site	Delivery	Status
Fri	every 1 week 09:00 - 13:30	start: 25/08/2023 end: n/a	Kylemore	£500 total across 1 pack(s)	**View & Edit**

Order placed by: Roger Horne

This will show a pop-up form where you can change details about the recurring booking:

Click in the field under *Change end date* to display a calendar and then select the desired end date. Click the **Change** button to proceed (or the top right **X** button to exit out without changing).

This will display a confirmation dialog to confirm the change as this is not reversible:

Selecting **No** will take you back a step to select a different date, but selecting **Yes** will apply the new end date and cancel any instances of that recurring order that fell beyond the chosen date

Once complete, an email will be sent to you to confirm your selection

The job will now be displayed with its new end date

Please note that the end date of a recurring order can be changed to an earlier date but cannot be extended to a later date. If this is required, you'll need to create new booking(s) for any additional dates needed or a recurring booking for the missing period.

Cancelling a Recurring Booking

To cancel a recurring booking, the process is the same as above for changing the end date except that you would select the **Cancel** button instead of using the **Change end date** field. This automatically chooses today's date as the end date for the recurring booking so you don't need to select it from a calendar. Otherwise, it behaves in exactly the same way.

Deliveries

This section will cover:

- Booking a delivery alongside a collection
- Amending an existing delivery amount
- Adding a delivery to an existing collection-only booking
- Cancelling a delivery whilst keeping the collection

Please note that these functions will only be available if:

- you've deliveries as part of your service,
- the site in question has a drawing limit set
- and you've permission to book deliveries for this site.

Booking a Delivery with a Collection

Please refer to the table *Cut-Off Times* at the beginning of the *Managing Bookings* section for specific deadlines for changes.

As with *Making a New Collection Booking* covered earlier in this document. Firstly carry out the steps to select the site you wish to book for and the collection value. Once you reach the page to select the collect date, you'll see additional sections where you can specify what funds you wish to order:

Note: if you do not see the section shown above where you can choose delivery amounts, this could be for a number of reasons:

- It may be that the site you are trying to book for hasn't been allocated a drawing limit – see the section on *Changing a Site Drawing Limit*.
- Alternatively, it could be that you haven't been granted the ability to place orders. This can be updated by an Administrator referring to the *Managing Users* section.
- It is past the cut-off for booking a delivery for the date selected – see the section on *Cut-off Times*.

Cash ordered for delivery is provided in packs: 5 different coin packs and 1 type of note pack.

Some points to note before selecting the packs you require:

- The available limit is based on the lower of either the site drawing limit or the unused part of the customer account limit for that day (noting that other sites may have already placed delivery orders for the same date).

- The coin and note packs displayed are of set values and denominational breakdowns.

- A site can order a maximum of two coin packs and as many note packs as required up to the available limit.

Using the +/- icons, select the desired number of packs within the above rules. As each is selected a running total will be displayed underneath:


```
2p    - £2
1p    - £2
```

| - | 0 | + | | - | 1 | + | | - | 1 | + | | - | 0 | + | | - | 0 | + | | - | 0 | + |

Delivery total £474 across 2 packs

If you exceed the applicable drawings limits or maximum number of coin packs then you'll be prevented from completing the order until the relevant correction is made- for example:

| - | 0 | + | | - | 1 | + | | - | 1 | + | | - | 0 | + | | - | 0 | + | | - | 1 | + |

Delivery total £974 across 3 packs   ⚠ You have exceeded your available limit by £474

Once you've chosen your delivery packs and they're within the drawing limits, you can then continue with the ordering process as per the *Making a New Collection Booking* process.

The booking confirmation email will also contain the details of the delivery order.

Your new delivery order will be displayed in the *Upcoming Bookings* page as below:

| Fri | 20/10/2023 09:00 - 13:30 | Kylemore | Up to £7,500.00 | £474 total across 2 pack(s) | **View & Edit** |

Booked by: Roger Horne - Collection ID 809037232

Amending the Delivery Amount for an Existing Booking

Delivery amounts can be amended at any time within the cut-off rules. Please refer to the table *Cut-Off Times* at the beginning of the *Managing Bookings* section for specific deadlines for changes.

Locate the booking you wish to amend on the *Upcoming Bookings* page, then click the **View & Edit** button to display the a pop-up form with the following section:

Change your delivery

Choose up to 2 coin packs and as many note packs as required up to your available limit of £1,000

Coin Pack 1 - £410	Coin Pack 2 - £274	Coin Pack 3 - £200	Coin Pack 4 - £500	Coin Pack 5 - £500	Note Pack - £500
£2 – £60	£1 – £160	50p – £100	£1 – £500	£2 – £500	£5 – £500
£1 – £340	50p – £60	20p – £70			
50p – £10	20p – £30	10p – £25			
	10p – £10	5p – £5			
	5p – £10				
	2p – £2				
	1p – £2				
- 0 +	- 0 +	- 2 +	- 0 +	- 0 +	- 0 +

Delivery total £400 across 2 packs

Update delivery

You'll see that under the *Change your delivery* heading, you have the option to amend the packs to be delivered using the +/- buttons underneath each pack. Click the **Update delivery** button to complete the update. The updated delivery value should then show in the *Upcoming Bookings* page.

Selecting the top right **X** button will close this form (which will be the case if you only wish to view the delivery pack breakdown).

An email confirming the change will be sent to you.

Adding a Delivery to an Existing Collection Only Booking

Delivery amounts can be added to a collection service at any time within the cut-off rules. Please refer to the table *Cut-Off Times* at the beginning of the *Managing Bookings* section for specific rules on deadlines for changes.

Firstly, identify the relevant collection on the *Upcoming Bookings* page and select the **View & Edit** button:

Date		Site	Collection	Delivery	Status
Fri	10/11/2023 12:30 – 17:00	Town Centre	Up to £15,000.00		View & Edit
Booked by: Frank Jones – Collection ID 809049241					

This will display a pop-up form with an ***Add a delivery*** section. Select the number of packs required within the available limit:

Add a delivery

Choose up to 2 coin packs and as many note packs as required up to your available limit of £1,000

Coin Pack 1 – £410	Coin Pack 2 – £274	Coin Pack 3 – £200	Coin Pack 4 – £500	Coin Pack 5 – £500	Note Pack – £500
£2 – £60	£1 – £160	50p – £100	£1 – £500	£2 – £500	£5 – £500
£1 – £340	50p – £60	20p – £70			
50p – £10	20p – £30	10p – £25			
	10p – £10	5p – £5			
	5p – £10				
	2p – £2				
	1p – £2				
- 1 +	- 0 +	- 0 +	- 0 +	- 0 +	- 0 +

Delivery total £410 across 1 packs

Update delivery

Once amended, click the **Update delivery** button. The delivery will now have been added to collection and will appear in the *Upcoming Bookings* page under the Deliver column.

An email confirming the change will be sent to you.

Note: if you do not see the section shown above where you can choose delivery amounts, this could be for a number of reasons:

- It may be that the site you are trying to book for hasn't been allocated a drawing limit – see the section on ***Changing a Site Drawing Limit***.
- Alternatively, it could be that you haven't been granted the ability to place orders. This can be updated by an Administrator referring to the ***Managing Users*** section.

- It is past the cut-off for booking a delivery for the date selected – see the section on *Cut-off Times*.

Cancelling a Delivery

If you wish to cancel both a collection and its associated delivery, please refer to the *Cancellations* section of this document.

A delivery can be cancelled from a combined service leaving the collection part intact if required. Note that it is not possible to have a delivery without a collection to link it to.

As always, please refer to the table *Cut-Off times* at the beginning of the *Managing Bookings* section for specific rules on deadlines for changes.

Locate the service you wish to change on the *Upcoming Bookings* page and click the **View & Edit** button alongside:

If you've not passed the deadline for cancelling the delivery component, in the pop-up frame that is displayed you'll see a section at the bottom to remove the delivery:

Click the **Remove** button and a message will be displayed asking you to confirm the change:

Clicking the **Yes** button will complete the removal. A delivery can be re-added to this collection (subject to any cut-off deadlines that apply).

An email confirming the cancellation of the delivery will be sent to you.

Service Suspensions

This option enables you to suspend services for one or more sites for a set period – for example if a site is closing for refurbishment or holidays.

Suspensions work in the following way:

- Once set up, a suspension will cancel any booked services that fall within the selected date range (both collections and any associated deliveries where applicable).
- A suspension will not cancel any orders that have already passed their deadline for cancellation. Please refer to the *Cut-Off Times* section at the beginning of *Manage Bookings* for specific rules regarding cancellations.
- Whilst a service suspension is in place, sites included in it will not be able to place bookings for dates during the duration of the suspension.
- A suspension will not remove any ongoing recurring bookings, only cancel the dates that relate to the period of the suspension. Such recurring bookings will continue to generate bookings for dates after the suspension period expires.
- Once a suspension has been created, removing it will <u>not</u> automatically rebook any cancelled services within that date range. If you need to recreate these bookings, we recommend you create these as one-off services using the standard booking methods covered in this *Managing Bookings* section. Please note, although you can create a recurring order to cover the gap created by a removed suspension, care must be taken if you already have a recurring booking that will automatically resume after the suspension ended.

In order to create a suspension, navigate to *Bookings/Service Suspensions* from the menu:
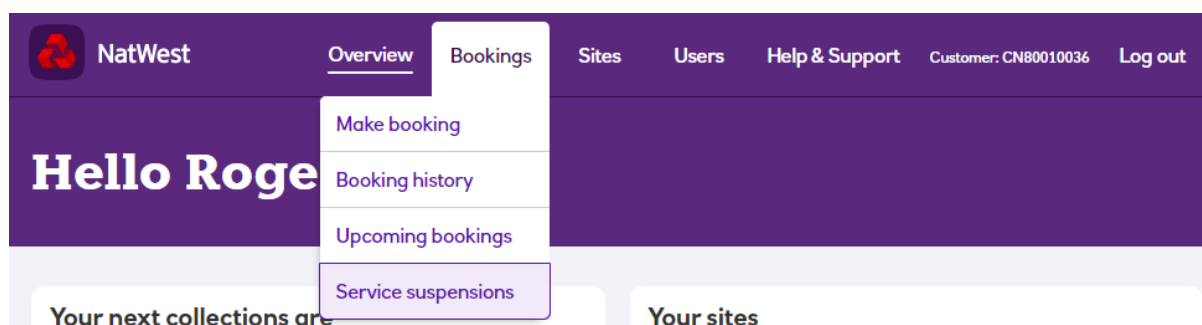
This will display a page listing any pre-existing suspensions:

Service Suspensions

You have no registered service suspensions at the moment.

Add service suspension
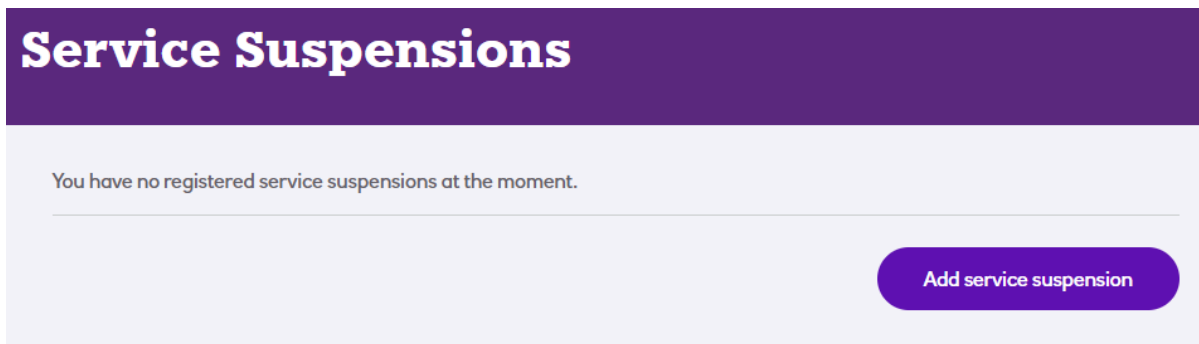
To create a new service suspension, click the **Add service suspension** button to display the following form:

Add new service suspension

Select sites for this service suspension:

Your available sites:

Add to suspend >>

< Remove

Sites to be suspended:

NatWest

Choose start and end dates:

23/10/2023   Until   27/10/2023

A single site suspension cannot last longer than 8 weeks. We require one day's notice for a suspension up to a week, and a week's notice for anything longer than a week in duration.

Confirm dates

Use the left-hand pane to select a site for the suspension period and then use the **Add To Suspend >** button to move it into the right hand pane – repeat for as many sites as will be affected by the suspension period. You can use the < Remove button to return any sites selected in error.

Handy tip: you can click a site, hold the mouse down and drag the pointer to select more than one site at once.

Once done use the **Choose start and end date** fields to set the suspension period (noting the text guiding you through the rules underneath).

Once done, click the **Confirm dates** button to continue – this will display more information about the action before it is committed:

Potential impact on upcoming bookings

Booking(s) that will be cancelled by this suspension:

NatWest   20/10/2023

Are you sure you wish to prevent any cash services to your chosen sites from 20/10/2023 to 27/10/2023?

Please note that cancelling the above service(s) will apply to both the collection and any associated delivery.

Suspensions can be cancelled but any intended bookings for their original duration will need to be reviewed. Recurring bookings may be reinstated but single bookings would need to made afresh.

Schedule suspension   **Cancel**

If you're ok to continue, click the **Schedule suspension** button (otherwise choose **Cancel** to abort).

The suspension should now appear on your *Service Suspensions* page and impacted bookings will also show as cancelled in the *Upcoming Bookings* page ("Cancelled by suspension"):

					View & Edit
Wed	01/11/2023 09:00 - 13:30	NatWest	Up to £15,000.00	£500 total across 1 pack(s)	Cancelled by suspension (30/10/2023)

Booked by: John Smith - Collection ID 809037234

You'll receive an email to confirm that the suspension has been applied.

Managing Sites

To view and manage your sites, select *Sites* from the menu:
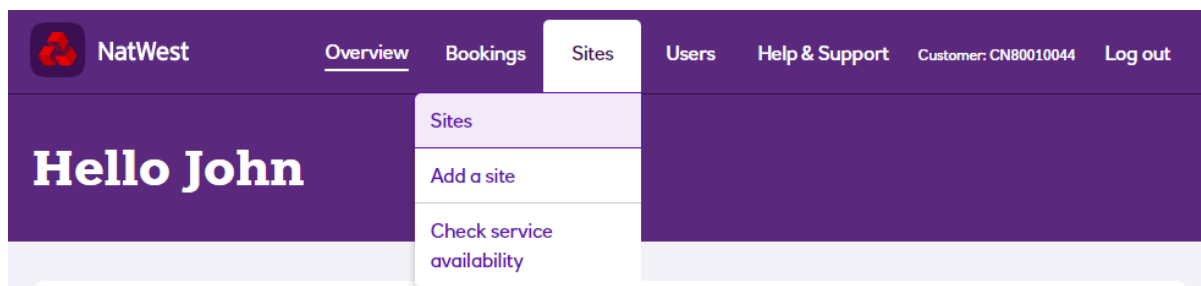
This will open a page that displays all your sites along with various options and their current status:
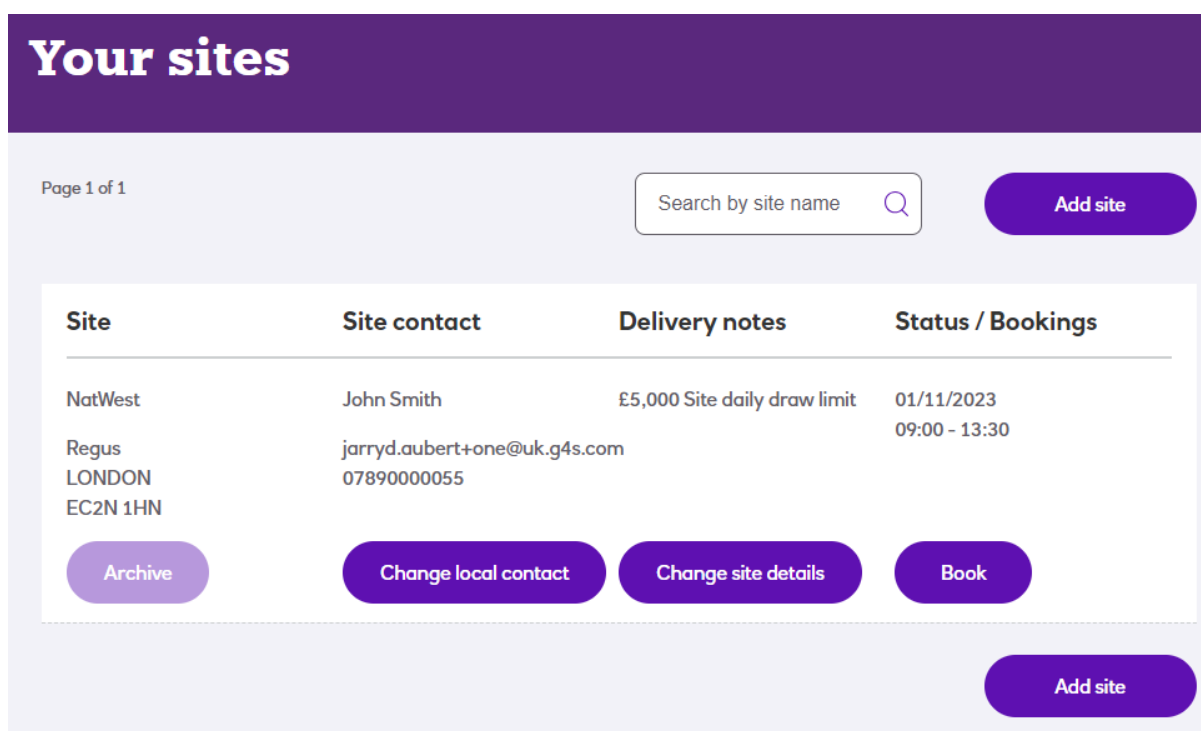
This example above is for a customer that has deliveries enabled. If you're a customer that does not currently have deliveries as part of their service then the text under the **Delivery notes** column will indicate "Deliveries not enabled" for all sites.

The **Status/Bookings column** will show the next service for this site (where applicable). It will also show any pertinent information about the approval status of your site – this is because all new sites must go through an approval process which is described in the next section, *Adding a New Site*.

The following buttons are under each site listed and these do the following:

- The **Archive** button will allow you to remove a site from the list but <u>only if it has no future bookings</u>. Any such bookings will need to be cancelled first, otherwise this button will be disabled. Once archived, the site will show on this page for 7 days before being filtered from view.

- **Change local contact** will allow you to set a different person as the **Site contact** for this site from the list of users you have. This setting will not affect the users who've access to this site.

- **Change site details:**

  - This allows you to change the name of your site as it is shown on any pages or lists on this site or in emails. You cannot change the address of a site as this could invalidate any approvals granted to the site. You'll need to contact us in this instance or create the site again.

  - If your account has deliveries enabled and you're an administrator, then this option will also allow you to set or amend the drawing limit for this site. This determines the maximum limit this specific site is allowed to order on any one day, subject to the overall account drawing limit available.

- The **Book** button is a quick method to start the place booking process with the site already selected – see the *Managing Booking* sections.

Adding a New Site

This sections covers the process of creating a site for customer with or without deliveries. There are some small differences which are highlighted at the relevant points.

Before starting the process, please note that you'll need to have the following information to hand:

- The full and correct address of your site

- A preferred short name for the site will make it easy to identify when listed anywhere on the portal

- The name and contact details for the person who will be the primary contact for that site (a list will be shown of existing contacts to choose from or you can add a new one)

- Information about the expected collection and delivery values and volumes expected for this site as well as the initial drawing limit (deliveries customers only)

- As much information about the physical premises as possible, required to answer a list of questions to allow us to assess the security of the location.

Once ready, navigate to the *Sites* page and select the **Add site** button to start the process. The first page gives important information about creating a new site for the portal:

Add a collection site

These pages will take you through the site registration process.

You will need to know the full address, who you wish to be your primary contact and details of the number and volume of services you'll require. You'll also be asked to complete a risk assessment questionnaire which requires a good local knowledge of the site.

Once you complete this application, the site will need to go through an approval process with the bank and G4S and if accepted, you'll then be able to make bookings for it. We'll keep you informed of progress via email.

Only use this process to add an additional site if the funds are to be credited to the bank account currently registered with Bank to You.

If another bank account is to be used please contact your Relationship Manager or normal bank contact to complete a new application form.

Please note an additional site may affect your pricing.

Start

Click the **Start** button to continue to the next page:

Add a collection site

1 — 2 — 3 — 4 — 5
Site Account Risk Assessment Confirmation Summary

Collection site

[Enter postcode] **Find address**

Add address manually

The postcode will need to be in valid format (for example AA1 3AA). Once input, click the **Find address** button to carry out a look-up on our database of possible addresses:

Select one that applies to your site to display the full address:

Note that you can edit this address if required using the **Edit address** link. Alternatively, you can input your address manually by using the **Add address manually** link under the postcode field. Both give all the address fields for you to populate as you wish (noting that your postcode must still be of a valid format).

● Once your address is populated, more sections will appear underneath:

The **Site nickname** will default to the first line of the postal address; but you can change it to something more meaningful to your business to help identify it more easily. This is how your site will be displayed in drop down lists, against bookings and in emails so it is important to pick a nickname that makes it easily identifiable.

The next section requires you to select a person who will be the contact point for this site from the list of your contacts:

Site contact

The site contact is the person who will be dealing with the collection at the site. They'll be responsible for handing over the deposit and receiving any calls about the collection.

If you want to add, amend or delete site contacts or users you can do this in the "user profile" section after you've added a site.

Select a name from the list below to be the site contact or add a new site contact.

○ Frank Jones, frank.jones@yourcompany.com, 07800000009

○ John Smith, jarrydaubert+test@uk.g4s.com, 07800000010

○ John Smith, jarryd.aubert+one@uk.g4s.com, 07900000055

Add new site contact

If required, you can click **Add new site contact** to create a new person as a contact – they'll not be able to log in or place orders (but see *Upgrading a Contact or Site User* if you want to change their access level later afterwards).

The next section will only appear if you're a deliveries customer; if you're not, you can skip to the following section for account details.

This section deals with the maximum drawing limit for this site:

Add Site Drawing Limit (optional)

Prevent this site from ordering above a Site Drawing Limit per day. By default the site limit is set to your full company limit - setting to '0' will disable deliveries to the site.

You have an Agreed Drawing Limit of £5000 daily to allocate across sites. Remember a single site delivery cannot exceed £5,000

£ Enter Site Drawing Limit

[PLEASE NOTE: You will still need to complete a risk assessment as well as obtaining approval from us to use this new site.]

Next

This is optional - if you don't wish a Site to have the ability to order fund for delivery then set the drawing limit to £0, otherwise set to a value that is equal to or less than the account drawing limit. Select the **Next** button to continue onto the next page:

Add a collection site

① ── ❷ ── ③ ── ④ ── ⑤
Site   Account   Risk   Confirmation   Summary
              Assessment

Please provide details of the bank account which should be used for credits and/or debits.

Bank Account Details

Account Number

Enter Account Number

Sort Code

Enter Sort Code

Collection Service Details

Expected cash notes to be collected each day

Enter notes amount

Expected cash coins to be collected each day

Enter coins amount

Expected number of cheques to be collected each day

Enter number of cheques

Estimated number of collections each week

Enter number of collections

This information is required for the bank approval process to be carried out.

Some points to note when filling out this form are as follows:

- **Account Number** must be a UK Bank Account Number (include any leading zeros)
- **Sort Code** must be a UK Sort Code
- **Expected cash notes to be collected each day** must be between £0 and £15,000
- **Expected cash coins to be collected each day** must be between £0 and £500
- The total of the expected notes and coin must not exceed £15,000
- **Expected number of cheques to be collected each day** must be a number but can be zero
- **Estimated number of collections each week** must be a number between 1 and 3

If you're a customer who has that a deliveries, you'll also see the following section:

The **Estimated Daily Delivery total** must be less that the drawing limit.

Once you completed all fields, the Next button will become available to click. This will take you to the Risk Questionnaire on the next page:

This form consists of 12 mandatory questions (only the first part is shown here) relating to the physicals premises so require a good knowledge of the location.

Add a site

① 1 — ② 2 — ③ 3 — ④ 4 — ⑤ 5

1 Site   2 Account   3 Risk Assessment   4 Confirmation   5 Summary

Site address and contact

Frank Jones
5 Old Rickyard
Fyfield
WILTSHIRE
SN8 1PQ
United Kingdom

Risk assessment questionnaire

1 Is this a residential address?

◯ Yes

◯ No

2 What parking is available for our use, and where is it in relation to the entrance to your premise?

◯ Dedicated parking directly outside premises

◯ Legal parking easily available within 30m of premises (please provide details)

◯ Legal parking not/rarely available within 30m of premises

At the bottom of the page, the Next button will be inactive until you've completed all questions. If this cannot be clicked, please check that you've not missed any.

Once this is complete, you'll be taken the final page where you'll confirm the details you've provided are accurate:

If you're satisfied all data has been correctly entered simply tick the box.

If not select **Go Back** to correct anything.

Only when the box is ticked will the **Submit** button be active and once selected this will create and save the site on the system.

You'll then be presented with a final information page describing what will be happening next:

Collection site added

Your new site has been added. You will be informed via email when the site is approved and ready to make bookings.

Site details

Site

Town Centre
5 Old Rickyard
Fyfield
MARLBOROUGH
WILTSHIRE
SN8 1PQ
United Kingdom

Site Drawing Limit: 5000

Next steps

If we need to visit your site to complete our security assessment, we'll be in touch with the site contact you've provided in the next few days.

We'll send you a welcome pack in the post with important service and security information, as well as tamper-proof cash bags so you can prepare your cash for collection. There's also an electronic copy of the welcome pack in the **Document Store**.

If you haven't received your welcome pack within five working days, please call us on 020 8722 3095.

Add new site   **Return to Overview**

You'll also receive an email confirming your site creation.

Once the bank and risk assessments have been approved then you'll receive an email informing you that you can start placing orders for this site. Please note that until this is complete, this site will not be available for bookings.

You'll now see your new site on the Sites page with the current status shown alongside as in this example:

Town Centre	Frank Jones	£5,000 Site daily draw limit	Risk assessment awaiting review
5 Old Rickyard	frank.jones@yourcompany.com		Awaiting bank approval
MARLBOROUGH	07800000009		
SN8 1PQ			No upcoming collections

Archive   **Change local contact**   **Change site details**   **Book**

Changing a Site Name

To change the site name (or nickname), select the **Change site details >** button under the relevant site from the *Sites* page. Note that if the site in the process of being approved, this button will be inactive.

Correcting an Address

Because of the stages of approval a site needs to go through, we are regrettably unable to correct a site address. In this circumstance, the site will need to be archived and a new one created in its place using the *Adding a New Site* process.

However, if this is a site that was created by us on your behalf, please contact (see *Contact Us*) us if you would like us to reload it.

Changing a Site Drawing Limit

To change the site drawing limit, select the **Change site details >** button under the relevant site from the *Sites* page. Note that if the site in the process of being approved, this button will be inactive.

This option only applies to customers who've a deliveries service.

Managing Users

User Levels

Before accessing these functions, it useful to familiarise yourself with the three access levels used by this portal. These are as follows:

Contact	Can be a nominated contact for one or more sites but are not able to log into the portal or place orders.
Site User	Able to log into the portal and can either view or make bookings depending on the access level granted for each site.
Administrator	In addition to the above can also manage sites and users and, if applicable, set and maintain site drawing limits.

Manage User Roles

This function is only available to administrators and can be accessed by the *User Profile* menu by selecting *Manage user roles*:
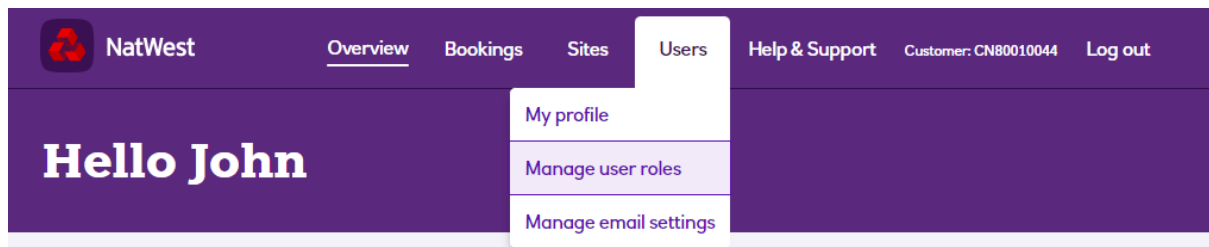
This will display the *Manage user roles* page as follows:
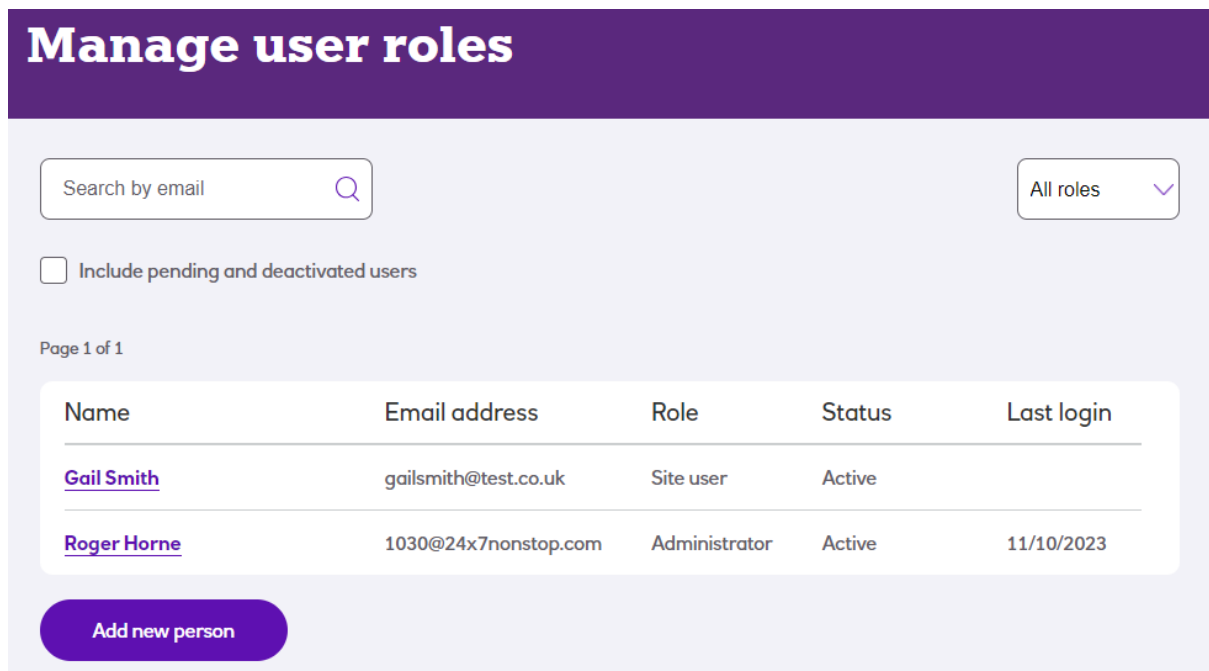
The list shown can be filtered by role and status; you're also able to search the list by email address.

From this page, you'll be able to create, view and edit user records for your staff.

View User

To view a user's details, click their name which is shown as a link. You'll then be presented with a page that shows their details:

Gail Smith

To change your account details at any time click the Edit button.

Personal Details

Email address
gailsmith@test.co.uk

Title
Miss

First name
Gail

Last name
Smith

Mobile

Phone
07800000011

Edit

Site Permissions

	View only	View and edit	Book deliveries
Kylemore [Kylemore, WEMYSS BAY, PA18 6AB. Created by Roger Horne]		✔	✔

Edit

User Status

Status

Active

Access level

Site user

[Edit]

There will be some further sections (not shown here) that allow you to a high level summary of activity of this user and also a section where you can request a password reset:

Recent activity

User Activated 11/10/2023 14:36

User Registered 11/10/2023 14:35

[Click to view all activity]

User Tools

This section will show any additional tools or actions that can be carried out for this user.

[Reset password]

It's important to note that the first user of the system is treated slightly differently as the primary login. As a security measure, only that person can view and change their own details. If this person is not available and you need to amend their login in some way, please contact us (details in last section of this document).

Adding New Contact/User

In order to add a new user, firstly navigate to *Manage User Roles* as shown in the previous section.

Select the **Add new person** button from the bottom of the page and you'll be presented with a form to complete:
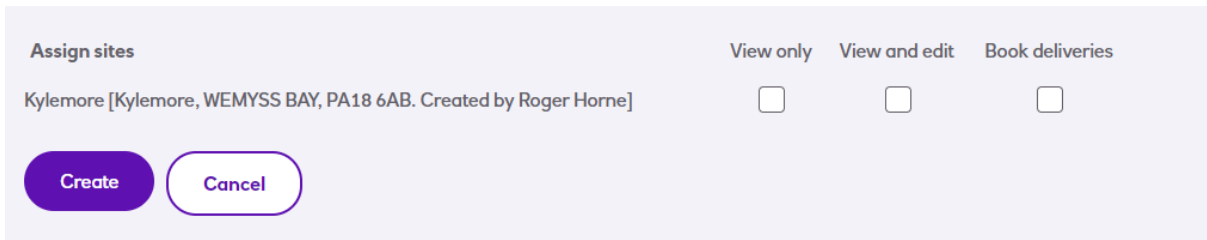
Complete the user's details as indicated – the portal will check that you all the details are valid and warn you if not. Please note that:

- The same email address cannot be used by more than one person as it is used to identify them for logging in. However, users at contact level don't have to have a unique email addresses because they don't login to the portal.

- All fields are mandatory except for *Mobile*. However, you may input a person's mobile into the *Phone* field if they don't have a landline number.

The Access level indicates what permissions the user will have to perform different functions. If you hover your mouse over the *(?)* alongside each level, a pop-up will display a short summary of what the level means. You can also refer to the section *User Levels* at the start of this chapter for more details.

If you select the Site user level, you'll be presented with a list of sites so that you can set the user's access for individual locations:

The columns are as follows:

View only The user will be able to see the bookings for this site but not create, amend or cancel them.

View and edit As above but the user can create, amend and cancel bookings.

Book deliveries Applicable to delivery customers only, this indicates if the user is able to place orders for funds to be delivered as well as change or remove deliveries.

If there is a site that you don't want this user to be able to see, make sure all columns are unticked.

If your account does not have the deliveries facility, you'll not have access to the Book deliveries column.

Once done click the Save button to apply the changes. This will generate an email to confirm that the user has been created:

New user role notification
The following person has been registered for access to the Bank to You® portal: Mr John Smith. Please log into the portal for more details if required.

If you no longer wish to receive emails about role changes, your notification settings can be managed under the Users section within the portal.

Get in touch
If you've any questions about the Bank to You® product, please contact your Relationship Manager. For more information about the online service, please refer to our FAQ **here**. If you think you've received this email in error, or for anything else, please call us on 020 8722 3095 and please quote your Customer Number (CN) which can be found at the top of the page when you're logged into the portal. Please note that calls may be recorded.

Thank you for choosing to bank with NatWest.

If the user is not a contact only, they'll also receive a welcome email containing a link to follow to set up a password. This process is covered in the section *Creating Your Password and Logging In*.

Changing User Details or Access Level

Firstly, navigate to the user you wish to amend as shown in the *View User* section above. You'll then be able to edit their details. Please refer to the above section *Adding New Contact/User* for guidance on how to update this form.

Two important points to note are:

- For security reasons, the first user of the system is treated slightly differently and only that person can view and change their own details. If this person is not available and you need to amend their login in some way, please contact us (see below).

- Only the user themselves can change their email address. This is because access to that email address has to be authenticated in order to make this change for security reasons. As always, you can contact us if you need assistance (see below).

Contact Us

If you need to talk to us about anything in this guide or you've a question not answered here, please get in touch.

You can call us on 020 8722 3095 between 8.30am and 5.30pm Monday to Friday.

Please note that calls may be recorded.