

BUSINESS EBANKING ADMINISTRATION

Business eBanking Administration is a module in Business eBanking that enables users, selected by the business owner(s), to view and administer other users. This user is known as the administrator.

The administrator can create, edit and delete users in Business eBanking without contacting the Bank. It is also possible to edit user access to modules and accounts. The changes take effect immediately as they are approved using the administrators electronic signature.

Access and authorisations

As owner of the Business eBanking agreement, you can be the administrator or you can appoint one or more users as administrator(s).

There are four different levels of administration authorisation. The business owner can choose the level of administration to be allocated to users.

(1) Agreement information

A user given this authorisation can:

- get an overview of all user access rights
- view current and historical documents (such as Bank statements) in eArchive

(2) PIN and blocking

A user given this authorisation can:

- block user access to Business eBanking
- cancel blocking
- order new PINs

(3) User administration

A user given this authorisation can:

- create and delete users
- edit basic user data
- change user access to modules and accounts

This authorisation is given either as 'create', 'create and approve two jointly' or 'create and approve alone'.

(4) Agreement administration

A user given this authorisation can

- allocate and delete administration authorisations of other users

A user with access to both user and agreement administration must have the same type of authorisation for both i.e. 'create', 'create and approve two jointly' or 'create and approve alone'.

Changes to a user with agreement administration authorisation ('create and approve two jointly' or 'create and approve alone') will require your physical signature (as owner of the Business eBanking agreement) on the User Authorisation. This must be sent to the Bank for verification before the changes will take effect.

Access to accounts

For each User, the Customer must state which accounts the User may enquire about and/or make payments from and whether the User should automatically have access to any accounts opened by the Customer with the Bank in the future. If the Customer authorises a User to make payments from an account, the User is granted access to the Transaction types determined by the Customer.

For each account that the User is granted access to, the User's authorisation must be stated. The following authorisations are available at account level:

- Separate authorisation
- Two persons jointly (A authorisation)
- Two persons jointly (B authorisation)
- Two persons jointly (C authorisation)

Allocation of new accounts

It is the responsibility of the administrator to allocate users access to any new accounts opened by the Business eBanking agreement owner or a third party attached to the Business eBanking agreement.

The administrator can grant a user the right to have automatic access to future accounts opened on the Business eBanking agreement.

Third-party accounts

It is possible to give users access to accounts belonging to a third party. A third-party mandate must be signed by the third party. The mandate must be sent to the Bank for verification and registration.

Payment Limits

It is possible to control the value of payments executed through Business eBanking. A Payment Limit can be created per user or per account. Payment limits can be created which will apply to every payment (per payment) and/or limit the total value of payments that can be made in a selected period (for example per week or per month).

All user administrators can create, edit and delete payment limits on individual users.

An agreement administrator can grant a user the right to create, amend and delete payment limits on accounts.

New modules and special authorisations

If you require new modules to be added to your Business eBanking agreement, you will need to contact the Bank. However, user access to these modules can be allocated in Business eBanking Administration.

It is not possible to allocate user access to Markets Online, Collection Service or Trade Finance modules through Administration. Instead, you will need to contact the Bank.

More information

If you require more information on Business eBanking Administration, please contact your Relationship or Cash manager. If necessary we will arrange for the required documents to be sent to you in order to add the administration module. Once you have signed the documents and returned them to us, users with administration authorisation will be given access to the module.

An eLearning programme is available in Business eBanking on the left-hand side menu under Administration. The eLearning offers administrators help with creating and editing users.