

Client Account Manager (CAM)

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If you require any further help on how to use the CAM product, please contact the dedicated CAM Help desk @ ClientAccountManagerHelpdesk@natwest.com or Call us, Monday to Friday 8.00am – 5.00pm on: 0345 731 3146

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Client Account Manager (CAM)

Quick start summary guide

Getting started on CAM

Log into your Bankline service, select **More Services** option from ribbon at top of screen, select **Virtual Accounts**, this will open up your CAM service at your main CAM homepage.

There are three key actions in you must complete to get you started on your CAM:

- 1. Set up clients > 2. Set up/create additional users > 3. Set up required additional accounts

1. Set up your clients

Important: Two users are required to set up/activate a client - one to input and one to approve the request.

- From main homepage, click on **Company** tab and select + button next to the Customer you want to set up client for
- On **Add Customer** screen select client then complete all mandatory fields marked with * as a minimum
- Select **Add Customer**, then select **Send for Activation**

Second User – From home screen

- From home screen, select **Approval** tab
- Select **Waiting for my Approval** and select account(s) to be authorised
- Select **Approve**

Please do not use the option to create sub-entities. To differentiate between different parts of your business e.g. by department or geography, you can organise your accounts into groupings by setting up

Aggregation Accounts and **Virtual Transaction Accounts**. See guide to [Create and manage accounts](#) for more information.

2. Set up additional users

Important: Two users are required to set up/activate a user - one to input and one to approve the request.

User roles available in CAM are **Cust Admin**, **Cust Update & Cust Read**. A User being added to CAM must first be added as a user on your Bankline service and have been assigned the **Virtual Account User** privilege. (Refer to the [Bankline user guide](#) for further details on how to do this).

Once the **Virtual Account User** privilege has been assigned to the user in Bankline, the user is automatically created with a **Cust Read** profile in CAM. The users profile can then be amended to either **Cust Update** or **Cust Admin** as required:

- On Company Screen Select **Company**, then click on the **USERS** link at the top.
- Click on the **Edit** link of the user to be edited
- Amend user role and/ or other details as required
- Click **Save Changes** and pass to a second user for authorisation

3. Set up additional accounts

Important: Two users are required to set up/activate an account - one to input and one to approve the request.

First user – On Accounts Screen.

- Select + adjacent to account and populate all mandatory fields marked * as a minimum.
- Select + **Add Account**, then select **Send for activation**.
- Pass to a second user for authorisation.

Additional functionality

Although not required to get started on your CAM, other features that you can set up/use are:

- Creating a Dashboard
- Run reports
- View audit record of changes made within system

Client Account Manager (CAM)

Add virtual accounts user privilege in Bankline – Quick guide

Key points

Administrators will have been set up on your CAM service. These users can set up additional users tailored to the business needs.

A User being added to CAM **must** also be a user on your Bankline service and must first have been assigned the **Virtual Account User** privilege.

There are two CAM roles in Bankline:

- **Manage User** – Management of the user – Users can create and update other CAM users in Bankline
- **Virtual Account User** – Provide user with access to the Virtual Account Service (CAM)

(A user can be granted both roles if required so they are an administrator in Bankline and also have access to CAM).

Assigning the virtual accounts service

From the Admin screen in Bankline, you will need to create any new users and assign them with the required role(s) – See above.

Virtual Account User role will be required as a minimum for all users you wish to be able to access the CAM application. Please refer to your Bankline user guides for additional help on this area.

NOTE: Take care that you don't remove any existing Bankline roles already assigned to the user.

Administrators only

- Can view current list of users
- Add additional users as required (refer to Set up additional users guide)
- Edit users access rights
- Delete users



Client Account Manager (CAM)

Set up additional users – Quick start guide

Key points

Administrators will have been set up on your service who will have the control to set up additional users tailored to the business needs.

There are three types of users/profiles within CAM:

- Cust Admin (Super User Profile, can undertake all tasks, note only this Profile can set up additional users)
- Cust Update (can undertake all of the Admin tasks except for adding additional users)
- Cust Read (this user has limited functionality, and has mainly view only access)

Users will only be able to see the company and associated accounts that they have been added as a user for.

A User being added to CAM must first have been added as a user on your Bankline service and have been assigned the **Virtual Account User** privilege.

A user is unable to approve tasks that they have raised and require approval,. This will require two users – one user to action the task, a separate user to approve the task.

NOTE: Users cannot set up additional or amend existing CAM users on Bankline between 18:30 and 00.00 hours. If this is attempted, users will receive an error message.

Add a user

Log in to Bankline, create the user(s) and assign the **Virtual Account User** privilege (Refer to [Bankline user guide](#) for further details on how to do this).

Users are automatically created in CAM, but will have been allocated a **Cust Read** profile to prevent unauthorised use. Administrators can edit users as required to **Cust Update** or **Cust Admin**.

On the CAM Dashboard Homepage

- Select **Company** from ribbon at top of page and select the Company from the left side of screen.
- Select the **USERS** link at the top
- Click on the **Edit** link of the user to be edited
- Amend user role and/ or update other details as required
- Click **Save Changes** and pass to a second user for authorisation

Important information

- Some special characters are not allowed in certain fields in CAM. Please see [Special Characters](#) for more details.
- **User ID field:** There is a set format that must be used for a User ID – The ID is made up from your users unique Bankline ID and your Company Bankline ID (10 digits long). Format is **UserBanklineID@CompanyBankline ID**
- **Number of votes Field** – leave this as 1 to allow administrators and users the ability to authorise requests.
- Users who have **Virtual Account User** role removed in Bankline will automatically be suspended in CAM.
- Users who are deleted in Bankline will automatically be suspended in CAM. Users re-added with the same user ID in Bankline will not be re-instated in CAM.

Administrators only

- Can view current list of users
- Add additional users as required (see above)
- Edit users access rights
- Delete users



Client Account Manager (CAM)

Updating your details – Quick start guide

Key points

When CAM is set up for the first time, customer name, address and contact details will be populated automatically from Bank records. This needs to be kept up to date and accurate, so whenever changes are made centrally within the Bank, these will be mirrored into CAM on a daily basis. You will not be able to update any of these fields within CAM, please make the required changes to your main bank account details and these will be automatically fed through into your CAM application.

Preferred name will be populated with details provided on your application form. This and the email address fields can be updated by administrators within CAM.

Editing Customer Details

- From the Company Screen, click on **Edit Details**
- Edit Customer Details Screen will be presented. Preferred Name and contacts fields will be editable
- Edit either field as required – please note important information below
- Select **Update Customer**
- A second administrator with the required privileges will now need to authorise these changes.

Important information

- Some special characters are not allowed in certain fields in CAM. Please see [Appendix 1](#) for more details.

Administrators only

- Edit Preferred Name
- Add and edit company email addresses

Client Account Manager (CAM) Self Authorisation – Quick start guide

Key points

- A Cust Admin and Cust Update user can be given **Self Authorisation (SA)** capability if dual authorisation is not required.
- This will enable the user **to** approve their own actions in CAM without the need to have a Second authoriser to complete actions.

Editing Customer Details

- Customer Admin users can grant the SA privilege to other Cust Admin and Cust Update users by following these steps;
 - Select Customer Tab
 - Select users
 - Select edit
 - Un-tick the Approval required checkbox
 - Click on Save changes
 - Another customer admin user is required to approve this change unless the initial user has the SA privilege to approve
- To remove the SA privilege follow the above steps by **un-checking** the 'Approvals Required' checkbox

Important information

- You can check which users have the SA privilege by selecting "View" on their profile
- The SA status is indicated by a Yes or No next to the Approval Required field
- The Cust Admin User cannot grant/remove SA privilege to their own profile and can perform this action only for other users

Client Account Manager (CAM)

Create and manage clients – Quick start guide



Key points

Before setting up Virtual Transaction accounts for your clients, you will first need to set up your clients. Your clients are the owners of accounts that you then set up.

If you wanted to differentiate between different parts of your business e.g. by department or geography, you can organise your accounts into groupings by setting up Aggregation accounts. See guide to create and Manage accounts for more information on how to do this.

How to create clients

To Add a Client

From the CAM Dashboard homepage:

- Select **Customer**
- Click **+Button** adjacent to who you want to add a Client to
- On **Add Customer**, select **Client** as the Customer category, complete all other fields marked*
- Select **+Add Customer** (this is now in draft status and is displayed on screen below the customer it was created under)
- Select **Send for activation**, tick the check box on the Send for activation screen, click **Send**
- Another CAM user will now need to authorise the new Client from the approval menu

Important keying information

- Ensure that you have selected the correct customer type – Please only create Clients
- A client cannot have another client linked to it, therefore there will be no “clients allowed” check box on screen
- Once the second user approves the request, the newly added clients will be available to view on the Company tab
- Should an illegal character or space is used, you will see an error for that field

How to edit clients

From the CAM Dashboard homepage

- Select **Customer** at top of page
- Click on the Client you wish to edit on left of screen
- Select **Edit details** on right of Customer Details box
- On **Edit Customer** screen, update the required fields, click **Save Changes**

Note: Customer Category, Type or ID fields **cannot** be updated. Certain data changes may require approval from the second authoriser.

Client Account Manager (CAM)

Create and manage accounts – Quick start guide

Key points

To make your accounts easier to manage you can organise them into groupings under each Shadow Account by setting up Aggregation Accounts and Virtual Transaction Accounts.

A Settlement Account is created for each Shadow Account, this is mandatory for interest purposes.

An Aggregation Account contains the aggregated balance of all its subordinate transactions accounts. The highest aggregation account in your accounts structure is set up by the bank as part of your registration.

With a Virtual (Transaction) account, it is possible to post transactions. It is linked to an aggregation account at either the top level in the hierarchy or at a subordinate level.

You can name both account types to suit your own referencing criteria for your customers.

You will require a second authoriser to approve any accounts you wish to set up.

How to create an aggregation and a virtual transaction account

From the CAM Dashboard Homepage, select **Accounts** tab

- Select **+** icon next to the Account that you wish to add/link additional accounts to
- On the **+Add Account** screen, complete required fields (all fields with an * are mandatory and must be completed)
- Click on **+Add Account** (this will take you back to the Accounts overview screen which will show the account you have created, this is in draft only and will still require to be approved)
- To approve the account, select **Send for activation**, bottom left of screen
- Select account (s) you wish to be activated, select **Send**
- The account is now in Draft status awaiting approval

Important keying information

When keying in the information in the add account screen ensure that you select the correct account type from the drop-down options available to enable the correct set up. Interest Allowed should be set to no for Aggregation accounts. Individual Virtual Client Transaction Accounts should be set to yes, unless you don't want any interest to be inherited on the specific account.

Account Name field and **Account Number** (for virtual transaction accounts): Account number can be alpha numeric to reflect your own internal referencing criteria (e.g. MC123456). Note: account name field can include spaces however account number field cannot.

How to approve accounts in draft status

You cannot approve an account that you have created yourself, you must have the account approved by a second CAM user who has at least the required number of votes allocated in their user profile.

- An approver must log into CAM, and select the **Approvals** tab at the top of the CAM Homepage (this will display a list of all accounts that have been sent for approval)
- Choose the account from the list and then select **Approve**. You will then be asked to confirm the approval – Select **Approve** (you will see that the account has been successfully activated)

Note: You will also have the option to view details of the account created or to reject the request – If you choose to reject the request you must enter a reason in the comments field.

How to edit an account

Any changes to your account are done **with immediate effect**, no approval is required.

From the CAM Homepage, select Accounts

- Select the account to be edited then select **Edit details**, complete the required fields and select **Save Changes**

Note: Changes made to **aggregation or virtual accounts** need to be approved by a second user.

How to block, unblock, close or delete accounts

These features can be accessed via the Actions box on right the Accounts Overview screen.

All these functions will require a second approver to complete.

Additional account features

Refer to the separate Quick Guides for guidance on how to

- Add the account as a favourite in your Dashboard
- Move an account to another account hierarchy
- Set up complex Accounts structure


Client Account Manager (CAM)

Create Accounts Hierarchy – Quick start guide

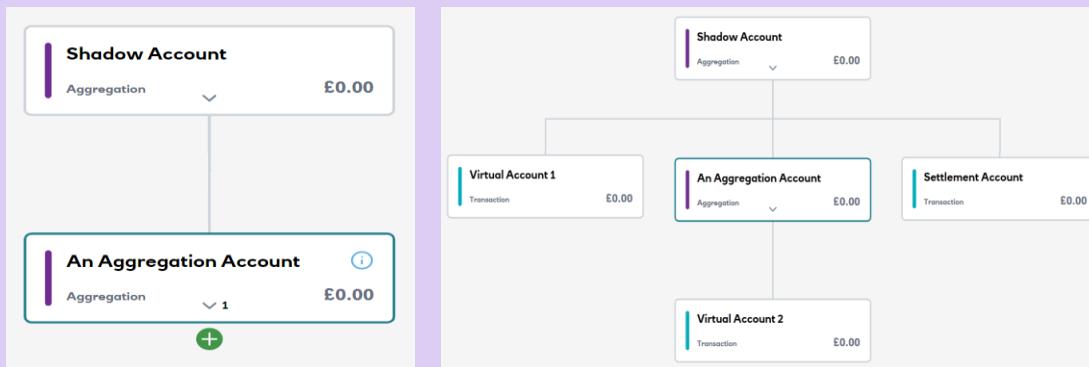
Key points

On the Accounts Overview screen, you have the option to view your accounts structure in diagram form. This can be particularly helpful when setting up multiple account structures.

Setting up multiple accounts using diagram screen

Select the diagram icon from the Accounts Overview screen. 

- Hover mouse over the account you want to add a further aggregation or virtual transaction account to and a + sign will appear (1)
- Click on the + sign that appears below the account, this will take you to the **Add Account** screen
- Populate fields and send for activation – Refer to How to Create an Aggregation and a Virtual Transaction Account section within Create and Manage Accounts Quick Guide on how to do this
- Example of how an accounts hierarchy looks like with both Aggregate and Transaction accounts added. (2)



Move an account to another hierarchy

On the Account tab

- Select the account and click **Move** in Actions box
- On **Move Account** screen, select the parent account you want to move the account to and select **Move Account**. The request is then sent for approval
- A second approver is required to authorise the request. **Note:** you will also have the option to view details of the account or to reject the request – If you choose to reject the request you **must** enter a reason in the comments field

Client Account Manager (CAM)

Manage client interest rates – Quick guide

Key points

The Interest rate agreed with the Bank will automatically be linked at shadow account level. This is known as the CAM Managed rate and is also referred to as “Default Rate” or “External Interest”.

Interest can be set up at Virtual account level by either setting interest inheritance at shadow or aggregation account level.

Aggregation Accounts that have been set up will **not** accrue interest and the “Interest Allowed” setting should be set as “**No**”.

A Settlement Account will have been automatically be created directly under the Shadow Account level as part of registration. Based on the settlement frequency set, CAM will transfer the interest amount of the shadow account to the settlement account which is then in turn disbursed to virtual accounts.

Interest Inheritance ensures all virtual accounts under the account where inheritance has been set up will have the same Interest rate. If you don’t want all accounts to inherit the same interest rate, interest can be added directly at Virtual account level instead and these accounts can have “Interest Allowed” setting as yes or no as required.

Once the interest is transferred to all virtual accounts, the remaining amount in the Settlement Account is customer interest which you will need to transfer to your nominated account via Bankline. Refer to manual interest rate transfer guidance pack.

Add/edit internal interest inheritance

Interest Inheritance can be set up at Shadow account level and aggregation account level.

- To set up Interest Inheritance, select either “**All Virtual Accounts**” (Shadow) or “**Next Level**” (aggregation or Virtual)
- Click on “**No Inheritance**” link in the “**Interest**” tab of the account you want to set up Inheritance from
- Three options are displayed
 - **Delete Inheritance**: Use when deleting the previously created Interest Inheritance
 - **All Virtual Accounts**: Use when the same inheritance set up is required for all virtual accounts below the account at which interest inheritance setting is being done
 - **Next Level**: Used when same inheritance set up is required for the virtual accounts which are immediately below the account at which interest inheritance setting is being done
- Select the required option and click **Save Changes** and then **Add Interest Inheritance**
- Enter the required details on the CAM Interest rate screen and click on “**Add Interest Inheritance**” button
- A second CAM user is required to approve this change

Virtual account: Add/edit interest

To do this, click on “**Add Interest**” button in “**Interest**” tab of Virtual Account where Interest needs to be set up.

- Enter the required details on the CAM Interest rate screen and click on “**Add Interest Inheritance**” button
- A second CAM user is required to approve this change

Points to note

- Interest Rate entered at inheritance level or Virtual Account level is known as Internal Interest and should never exceed the Managed Rate. You should never give more interest than you receive
- Ensure that the “**Settlement Frequency**” is set as the same settlement frequency selected at shadow account level
- If **Fixed** is selected as Margin, the complete balance will have the same specified interest rate
- If **Threshold** is selected, an additional margin of interest is provided if the balance is more than the amount in the up to field. This can be tiered (full balance receives the higher rate once the threshold is reached/exceeded) or Banded (balance up to the threshold gets the rate specified in the first band and any additional balance receives the higher band rate)
- If CAM managed rate 100%, 75%, 50% or 25% is selected, the relevant Virtual Accounts attached will receive this percentage of the Default or CAM Managed rate paid by the Bank

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Client Account Manager (CAM) Transactions – (Auto Allocation of funds) Quick start guide

Key points

Transactions carried out on your nominated account(s) are reflected in CAM.

- All transactions will be visible within your transactions screen (Debit transactions are displayed in red and with negative sign)
- You can add Aggregation and Virtual accounts under your main Shadow Account and create a hierarchy
- Where there is a positive match in the payment narrative and the virtual account number the transaction will be auto allocated to the associated virtual account. The payment narrative will include the reference added by your client when paying monies in. The virtual account number should be separated from any additional text added in the reference by a space/full stop/comma/semi colon. E.g. A reference added as “**Account123 RentPayment**” will auto allocate to Virtual Account ‘Account123’, whereas a reference as “Account123RentPayment” would not auto allocate.
- You can set up an Exceptions widget on your dashboard for monies that have not been auto-allocated
- Funds can be moved from Shadow Account to Virtual transactions accounts and vice-versa. Transactions will show in both accounts and balances updated accordingly for these and any aggregation accounts the Virtual Account sits under

Important: It is not possible to split a single payment in your Shadow Account between multiple virtual accounts using the move transaction feature. However, you can move the initial payment to a virtual exception account and then use the VA-VA payment feature to then split it between multiple virtual accounts.

You will have the option to make these VA-VA payments individually or when working with larger volumes, you can use the Excel bulk upload option, see **Split Payments between multiple accounts Quick Guide**

How to manage transactions

For payments out from your nominated account or instances where the auto-allocation has failed, it is possible to allocate the transaction manually to the correct virtual account. This can be done from two places:

- From your **Exceptions Transaction** widget (see Dashboard Quick Guide on how to set up); **or**
- From the **Accounts** tab, select the top level aggregation account and select **Transactions**
- From the dropdown menu next to the calendar icon, you can specify transactions for a specific period. Those that have not been allocated will have a red highlight on the left hand edge of their row
- You can see additional information about individual transactions by clicking **View** to the left of a transaction
- Click **Move** to the right of the transaction you want to allocate
- Pop-up window appears **Move transaction to a specific account**
- In the **Target Account** field, type the first three letters of the account you want to move the transaction to – This will generate a list of accounts. Select the required account then click on **Move transaction**
- Request is sent for authorisation
- A second approver is required to authorise the request
- You can also auto allocate a Debit transaction when making a payment from the Feeder account to your Client. If using Bankline to make the payment to your Client you should add the Account Number allocated to their virtual account in the “Your Reference” field. **Note;** *A debit payment will not be auto allocated if there is insufficient funds in the virtual accounts*



Client Account Manager (CAM) Virtual Account to Virtual Account (VA-VA) Payments File Mapper – Quick start guide

Key points

It is not possible to split a single payment in your Shadow Account between multiple virtual accounts using the move transaction feature. However, you can move the initial payment to a virtual exception account and then use the **VA-VA payment feature** to then split it between multiple virtual accounts. The macro-based **file-mapper payments upload tool**, will allow the customers to prepare the VA-VA file that can be uploaded onto CAM. You have the option to make these VA-VA payments individually or upload larger volumes using the File Mapper tool.

Important: Any request to authorise a payment **can only** be viewed or accessed to approve via the Payments screen>Waiting Approval tab. Payments requiring approval **will not** be visible on the Approvals tab on the CAM homepage

How to split payments between multiple virtual accounts INDIVIDUALLY

You can create a virtual exception account to temporarily hold payments that need to be split between multiple virtual accounts. Follow the steps in the **Create Account** guide and select 'Virtual Transaction Account' for account type. Choose a suitable name for the account – e.g. **EXCEPTION1**. Funds check should be **YES** and settlement mark should **NOT** be selected. Once the account is open:

- Follow the above steps to move the transaction to your designated exception account
- Select **Account** from the CAM Dashboard Homepage and then select your exception account
- Select **Payments** and click + **New Payment**
- Select **VA-VA** as payment type, then enter the name of your first beneficiary virtual account and amount (Note this cannot be greater than the "Available balance")
- Select the date you want the VA-VA payment to be completed in the "**Execution date**" field
- **Remittance information** and **End to End ID** are optional and can be used for reference information
- Select **Next** and then **Confirm payment**

Note: A second user is required to authorise the request, unless the Self-Authorisation privilege is enabled, this can **only** be completed from the "**Waiting Approval**" tab on the Payments screen - The second user can approve the upload via the **Approvals screen**> **Waiting for my approval**>**View**, when they log in to CAM

- Ensure the exception account balances to zero once you have completed transferring all funds

How to Upload Payments using (VA-VA) Payments Upload File Mapper

- The file-mapper payments tool will allow you to prepare the VA-VA file that can be uploaded onto CAM. Customer Admin and Customer Update users with the ability to upload details of single or multiple client accounts and customers in one import transaction
- Follow the instructions on this **File Mapper How to Guide on page 24** to support completing the VA-VA payments file mapper upload file that can be accessed on this **File Mapper Tool Link** to support completion of the file Mapper
- The File Mapper file should be downloaded as a **.xlsx format**. Select **Open Downloads Folder** and once downloaded right click the file and change the extension to **.xlsm format** to enable the Macros to run and complete the file mapping process

Note: A rename warning message will appear, select **YES** to ensure the **.xlsm** is enabled and File Mapper can be used.

Uploading the VA-VA file:

- Ensure there are **sufficient funds** in the debit accounts to cover the VA-VA payments
- Select "**Manage**" from the CAM Dashboard Homepage in CAM and select "**New data import**"
- Select the "**Payments Upload**" radio button and select "**Next**" and Drag and drop your file within the dotted lines and select "**Next**"

Key Points:

- If Customer ID and Shadow account is having formatting please see the guide on page 22 of this pack for further information
- It can take 30 minutes for the transactions to appear in the Client Virtual Account. Save the Excel document in CSV format
- Ensure there are sufficient funds in the debit Exception account to cover the VA-VA payments

Note: If the file requires correction then re-uploading, the file name must be changed

Correcting file failures

- If the file upload is not successful (either fully or in part), details of the file issues may be seen in the **Download Status file**, which appears on the status screen - Correct the issues in the original file that was uploaded and save with a new unique name. The file may then be reuploaded following the steps above
- For errors with the file before the file uploads (i.e. the file has the same name as another or mandatory fields missing), correct the issues and resave the file with a new, unique name before re-uploading
- If the status reads **Validation Failed**, the file may be deleted

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Client Account Manager (CAM)

Transferring interest payments from your settlement account – Quick guide

Key points

At the end of each month (or the agreed settlement frequency), you will receive interest earned on the balance in each of your shadow accounts in CAM which will be paid to your linked feeder account(s). The interest earned will be reflected in your virtual settlement account for each shadow account.

Depending on how you have opted to allocate interest to your clients, the % assigned to your clients will be automatically transferred to your client's virtual accounts.

Interest will be paid into the nominated settlement account provided on the next working day after interest settlement

The remaining funds in the virtual settlement account belong to you. Please contact the **Helpdesk** to set up an interest sweep.

In order to segregate your interest earned from your client account. You can set up to auto sweep and transfer the funds from your feeder account(s) to another nominated account belonging to you.

You will also need to manually reconcile the interest transferred from your feeder account in your virtual settlement account by following the steps below.

Reconciling your settlement account interest balance

Check the interest you have earned:

On the first day of every calendar month (or on the following day of the agreed settlement frequency) you will need to check the balance of your virtual settlement account(s) to see the interest you have earned by following these steps:

- Select **Accounts**
- Select the arrow next to your main account
- Select **Settlement account**

You will need to manually transfer the balance available in your virtual settlement account(s) under "Available amount" from your main feeder account(s) to another nominated account belonging to you via Bankline, Online Banking or Telephone Banking.

You will be able to see the transfer within 20 minutes on your exception report by following these steps:

- Select your **shadow account**
- Select **Transactions**
- Filter on the day you transferred the interest value from your feeder account(s)
- You will then be able to locate the transaction(s) in pink on the exception report

To reconcile the transaction on your Settlement account follow these steps:

- Select **Move** on the appropriate transaction on the exception report
- Type **Settlement account** in the "Target account" search bar
- Select the appropriate Settlement account from the menu
- Select "**Move Transaction**"
- A second approver is required to authorise this request



Client Account Manager (CAM)

Fund Allocation – Quick start guide

Key points

Transactions carried out on your nominated account(s) are reflected in CAM.

- All transactions will be visible within your transactions screen (Debit transactions are displayed in red and with negative sign)
- You can add Aggregation and Virtual accounts under your main Shadow Account and create a hierarchy
- Where there is a positive match in the payment narrative and the virtual account number the transaction will be auto allocated to the associated virtual account. The payment narrative will include the reference added by your client when paying monies in. The virtual account number should be separated from any additional text added in the reference by a space/full stop/comma/semi colon. E.g. A reference added as “**Account123 RentPayment**” will auto allocate to Virtual Account ‘Account123’, whereas a reference as “Account123RentPayment” would not auto allocate.
- You can set up an Exceptions widget on your dashboard for monies that have not been auto-allocated
- Funds can be moved from Shadow Account to Virtual transactions accounts and vice-versa. Transactions will show in both accounts and balances updated accordingly for these and any aggregation accounts the Virtual Account sits under

Important: It is not possible to split a single payment in your Shadow Account between multiple virtual accounts using the move transaction feature. However, you can move the initial payment to a virtual exception account and then use the VA-VA payment feature to then split it between multiple virtual accounts.

You will have the option to make these VA-VA payments individually or when working with larger volumes, you can use the Excel bulk upload option, see **Split Payments between multiple accounts Quick Guide**

Manually withdrawing funds

For payments out from your nominated account or instances where the auto-allocation has failed, it is possible to allocate the transaction manually to the correct virtual account. This can be done from two places:

- From your **Exceptions Transaction** widget (see Dashboard Quick Guide on how to set up); **or**
- From the **Accounts** tab, select the top level aggregation account and select **Transactions**
- From the dropdown menu next to the calendar icon, you can specify transactions for a specific period. Those that have not been allocated will have a red highlight on the left hand edge of their row
- You can see additional information about individual transactions by clicking **View** to the left of a transaction
- Click **Move** to the right of the transaction you want to allocate
- Pop-up window appears **Move transaction to a specific account**
- In the **Target Account** field, type the first three letters of the account you want to move the transaction to – This will generate a list of accounts. Select the required account then click on **Move transaction**
- Request is sent for authorisation
- A second approver is required to authorise the request.

Reconciling your shadow account and virtual transaction account(s) balance(s)

Transactions carried out on your nominated account(s) are reflected in CAM. These transactions can be auto allocated to Virtual Accounts. The allocation process works using the ‘Reference’ field that is available when making digital payments.

- You must ensure that you ask your clients to use the Account Number you have allocated to their Virtual Account as the “**Reference**”, when they are paying monies in, this will allow the transaction to be auto allocated to the correct virtual account
- You can also auto allocate a Debit transaction when making a payment from the Feeder account to your Client. If using Bankline to make the payment to your Client you should add the Account Number allocated to their virtual account in the “Your Reference” field.
- A debit payment will not be auto allocated if there is insufficient funds in the virtual accounts.

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Client Account Manager (CAM)

Withdrawing client funds – Quick start guide

Key points

To pay funds from a Virtual Client Account, you will need to use Bankline, Online Banking or Telephone Banking to transfer the funds from your external feeder account(s) to the desired destination account.

- For all withdrawals you will need to manually reconcile the amount transferred from your feeder account, via your virtual transaction account
- Transactions carried out on your nominated account(s) are reflected in CAM
- Transactions update every 20 minutes, therefore you should wait approximately 20 minutes before you attempt to reconcile. Transactions involving Cash or Cheque deposits at a branch will show at the end of the day due to the time taken to clear
- All transactions will be visible within your transactions screen (Debit transactions are displayed in red and with negative sign)
- You can set up an Exceptions widget on your dashboard for monies that have not been auto-allocated. Transactions moved from Shadow Account to Virtual transaction accounts and vice-versa will show in both accounts and balances updated accordingly for these and any aggregation accounts the Virtual Account sits under

Manually withdrawing funds

Transfer of funds from your main feeder account(s) can be completed via Bankline, Online Banking or Telephone Banking.

Reconciling your shadow account and virtual transaction account(s) balance(s)

Within 20 minutes, you will be able to see the transfer on your exception report by following these steps:

- Select your shadow account
- Select Transactions
- Filter on the day you transferred the value from your feeder account(s)
- Filter Transactions dropdown to “Only Exception Transactions”
- You will then be able to locate the transaction(s) in red on the exception report

To reconcile the transaction on your Virtual Transaction Account follow these steps:

- Select Move on the appropriate transaction on the exception report
- Type Virtual Transaction Account in the “Target account” search bar
- Select the appropriate account from the menu
- Select “Move Transaction”
- You will now need a colleague to approve this request
- Once approved accounts are instantly reconciled



Client Account Manager (CAM)

Bulk Uploading Accounts – Quick start guide

Key points

- The Bulk Upload feature provides Customer Admin and Customer Update users with the ability to upload details of single or multiple accounts and customers in one import transaction
- Customers may use a CSV template to ensure the correct fields are completed: [nw-bulk-upload-user-guide.xlsx](#)
- Dual authorisation of the upload may not always be necessary

Preparing your CSV file

- The CSV template should be used; the CSV customisation guide may be used
- The file must have a unique name, following the format BANKID-SENDERID-CUSTOMERID-<FILENAME>.CSV
- If the file requires correction then reuploading, the file name **must** be changed
- Date formatting in cells must follow YYYY-MM-DD
- Guide on special characters must be followed
- If Customer ID and Shadow account is having formatting issues in the template, then those cells should be changed to TEXT format
- If any numeric data starts with zero (0), e.g. account numbers, then those cells should be changed to TEXT format

Uploading your CSV file

- Navigate to the **root customer** in the **CAM Manage** menu
- Select **New Data Import** and choose **Accounts Upload**, then **Next**
- Select the CSV file you wish to upload, and either drag and drop the file into CAM or upload via File Explorer, then select **Next**
- You will be shown a summary of the file to be uploaded (file name, date etc), then select **Next**
- The file name and structure will then be validated. You will see a message if the file name is a duplicate or if the file contents are missing any mandatory information. If the file is valid, select **Next** to see file upload progress pop up message. During file upload you can navigate to any screen in CAM. You must refresh the upload screen to see the updated status
- A file uploaded successfully message will be displayed when the transfer is complete. **N.B** uploading a greater number of records will take longer
- When the file status notes **Pending Approval**, the file upload will require approval from another user at the same level (i.e. Customer Admin or Customer Update). The second user can approve the upload via the **Approvals screen> Waiting for my approval>View**, when they log in to CAM
- Once the file transfer has completed, the update status of Completed or Processing will appear on the **Import Data** page via **Manage**
- An XML response will be generated which shows the status of Success or Failure with a file generated with Success or Failure in the title. If Success, the file has uploaded successfully and new accounts are created. If Failure, the file has uploaded but new accounts have not been created successfully due to an error in the file
- **N.B** There can be instances where some records from the file will be uploaded and some will fail due to data errors. In this case both the success and failure response is generated.
- Select **View** to see the details of any failure. You can then download a failure response file, **Download Status Response**, which details the reason for failure to upload e.g. 'Parent account is not present in VAM'
- When the success response is generated, you may see the accounts under **Account Hierarchy**

Correcting file failures

- If the file upload is not successful (either fully or in part), details of the file issues may be seen in the **Download Status file**, which appears on the status screen
- Correct the issues in the original file that was uploaded and save with a new unique name. The file may then be reuploaded following the steps above
- For errors with the file before the file uploads (i.e. the file has the same name as another or mandatory fields missing), correct the issues and resave the file with a new, unique name before re-uploading
- If the status reads **Validation Failed**, the file may be deleted



NatWest

Client Account Manager (CAM) Statements – Quick start guide

Key points

CAM is set with a default frequency of **monthly** for statement generation for every GBP shadow account.

If you opted in to receive monthly printed statements these will be generated on the last working day of each calendar month and then posted out to your address held on file.

If you do not receive monthly printed statements and wish to receive them, please inform the Client Account helpdesk who can then update CAM with your preference.

ClientAccountManagerHelpdesk@natwest.com or call 0345 731 3146 (Monday to Friday 8.00 am – 5.00pm)

If you close a Virtual Client Account mid month, a closed account statement will be generated at the end of the month.

Viewing statements in CAM

You can view an electronic statement at the account level and can download these in xml format. Alternatively, if the xml format is not suitable for your requirements, you can produce a Transaction report – please refer to the [Reporting](#) guide for more information.



Client Account Manager (CAM) Reporting – Quick start guide

Key points

You can self generate Transaction and Balance reports specific to your requirements

To run any report, you **must** first create a template

Templates can be classed as either “Public” (available for view by others) or “Private” (personal use only)

Reports can be run as required, or scheduled to run at specific times

Reports can be downloaded in PDF or MS Excel (.csv) format.

Note: Reports with a large number of transactions may take a little longer to appear and you may need to move away from the report screen then back again before the download button appears.

Report Options:

- 12 month of reports can be ran on the system
- Reports can be ran instantly or scheduled
- The preferred option is to schedule reports that will run in the background

How to create a report template

On main homepage, click on **Reports** tab

- Select **Report** from sub menu, then **Template**
- Select **+New Template**
- The two reports that can be run are for Transactions and Balances. Select the required option and populate fields on **Add Report Template** screen (fields marked * are mandatory), select **Save**. There is also the option to CANCEL and return to the previous screen

How to run a report

On main homepage, click on “**Reports**” tab

- Select **Report** from sub menu, then **Download Reports**
- Select **+New Report**, this opens the **Report Creator** screen
- Select radio button against the Template you wish to run, select **Next**
- From the Select Account field, select the account to be used for the report, then select either **Run Now** or **Create Schedule to Run later**. (Create Schedule to Run later allows you to specify frequency i.e. daily, weekly or monthly). Select **Next**
- The **Create Schedule** report defaults to the period that was set when the template was created or last saved, however you can amend the time period to suit. **Note:** Reporting period is a maximum 90 days
- Select **Finish**

Your report will then be run and added to the **Download Reports** tab and is available to view immediately.

- To stop a scheduled report from running, on the **Reports** tab, select **Schedules** then select delete against report to be cancelled

How to download a report

On **Download Reports** tab

- From the list, select **Download** against the report you wish to run
- Select either **PDF** or **Excel** (.csv) format
- You now have the option to either open your report or save onto your computer

Additional functionality

- You can edit any existing templates you have created however this will overwrite the existing template
- You can delete any templates no longer required
- Previous reports run will be available in the Downloads report tab
- An audit of changes can be generated by selecting **Reports** from main homepage then **Audit**. Complete the date field then add any attributes you wish an audit on

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Client Account Manager (CAM)

Close Client Account – Quick start guide

Key points

- Navigate to the Client account to be closed
- Select Close Account on the right hand menu
 - Any outstanding interest will be settled
 - A transaction for the interest will appear under Transactions
 - The account status will move to Under Closure
 - The Balance will be updated
- While in the Client Virtual account select Payments and then New Payment
- Select VA to VA (Virtual Account to Virtual Account)
- Enter the Virtual Account you want to move the funds to - e.g. Unallocated Client Funds, an Exception account, settlement account
- The Amount will be auto populated with the outstanding balance and cannot be changed
- Add any additional text in the Remittance Information and End to End ID fields (these will appear as a narrative or text on the transaction)
- Click Next and it will go for Approval. If dual authorisation is in place a 2nd user should now approve
- The status of the Client Virtual Account will change to Closed
- From Bankline feeder account make the payment to the customer when ready
- A Debit transaction will appear in the Transactions list on CAM and this can be Moved to the Unallocated/Exceptions account used in point 5 which will then balance out the amount.

Client Account Manager (CAM)

Adding an additional feeder account post registration – Quick start guide



NatWest

Key points

You can add additional feeder accounts after your CAM account has been opened (You can select which currency is required)

If you require an additional feeder account to be added then please contact your RM in the first instance who will facilitate this request.

Please note: As part of this request you will be required to complete additional documentation - Your RM will provide the necessary forms.

Client Account Manager (CAM)

Create dashboards and widgets – Quick start guide



NatWest

Key points



When you access CAM, the landing page will show your dashboard from which you can navigate your way around CAM.

Dashboard options (widgets) that can be displayed are Liquidity, Favourite Accounts, Account Portfolio and Exception Transactions. Widgets are tools that enable you to have pre-defined information pulled from CAM.

You can set up more than one Dashboard and choose a preferred Dashboard as your default view, which can be changed at any time.

How to create a dashboard

If logging on for the first time or you haven't yet set up a dashboard on the home screen

- Select **+Create Custom Dashboard**
- Click on  icon (top right of screen)
- Select **Customized Dashboard** box, (top left of screen) and input a title for your Dashboard
- Select **+Add widget** tab at top of screen, (this will give you a list of options to choose from), select option and click **Add to dashboard**
- Click on  icon within the widget
- On the **Configure widget** screen, complete the fields marked with*
- Select **Confirm Changes**, then **Save Dashboard**


Your Dashboard has now been created and will be visible each time you log into CAM

Important keying information

All fields marked with * are mandatory and **must** be completed.

The **Confirm changes** button will only be enabled once all mandatory fields have been completed

How to create additional dashboard(s)

- Select **Dashboard** from ribbon at top of screen
- Select  icon
- Select **+ New Dashboard** (top right of screen)
- Select either **Blank Dashboard** or **Current Dashboard**. (allows you to create a similar dashboard without starting from scratch)
- **Blank Dashboard** – Select **Create**, complete required steps as detailed in Create Dashboard above
- **Current Dashboard** Select from existing Dashboard lists, then **Create**. From this screen you can amend details (e.g. name or add/remove widgets as required)
- Select **Save Dashboard**

Additional information

- You can amend the details on your Dashboard(s) at any time
- Options available are: add a new widget, amend/delete current widgets or delete the whole dashboard
- Any changes made are live with immediate effect

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Client Account Manager (CAM) Special Characters – Quick Start Guide

Special Characters

Some special characters are not allowed in certain fields in CAM. If any special character which is not accepted by CAM is included in either a set up or payment instruction, it will be rejected. Below is a summary of allowed characters and fields they relate to.

Special characters list allowed in CAM for User Fields

Field Name	Field Length restriction	Characters allowed	Comments
User Id	50	alphanumeric . @ ^=\[\];?: _ - (hyphen)	
Number of Votes	4	Max 9999 value. Only Numbers allowed	
First Name	30	alphabets ' . space - (hyphen)	
Last Name	30	alphabets ' . space - (hyphen)	
Email	50	alphanumeric !#\$%&'*+V=?^_{}~.- NOTE: All these characters, except '\', is allowed before the '@'. After the '@' only alphanumeric, hyphen '-' and period '.' are allowed.	
Phone	35	Numbers space () +. - (hyphen)	

Special characters list allowed in CAM for Customer Fields

Field Name	Field Length restriction	Characters allowed	Error message
Preferred Name	70	Alphanumeric space '.,(){}/?:+&= ` [! ;	Not a valid character
Email	50	alphanumeric !#\$%&'*+V=?^_{}~.- NOTE: All these characters, except '\', is allowed before the '@'. After the '@' only alphanumeric, hyphen '-' and period '.' are allowed.	

Client Account Manager (CAM) Timeout Scenarios – Quick Start Guide

Client Account Manager Timeout Scenarios


Listed below are the various CAM timeout scenarios. You may experience timeouts whilst using CAM due to Banking and Security Regulation.

Scenario	Bank Line Session	CAM Session	Outcome
1	Open	User logs out	Bankline will automatically log out
2	Open	Idle for 5 minutes	After 5 minutes, when you click on any link within CAM, both CAM and Bankline sessions will automatically log out
3	Log out manually	Open	CAM will show a blank screen, you will have to login via Bankline to continue using CAM
4	Idle for 5 minutes	Open	No change Bankline session remains open and CAM is still active
5	Idle for 5 minutes	Idle for 5 minutes	After 5 minutes, when you click on any link within CAM, both CAM and Bankline sessions will automatically log out
6	Close Bankline tab in browser	Open	CAM session remains open
7	Open	Close CAM session tab in browser	Once CAM tab is closed, Bankline logged out automatically
8	Idle for 60 minutes	CAM session is open and being used for 60 min	Bankline remains open and you can continuously use CAM for up to eight hours. After eight hours you will be required to re log into Bankline and CAM

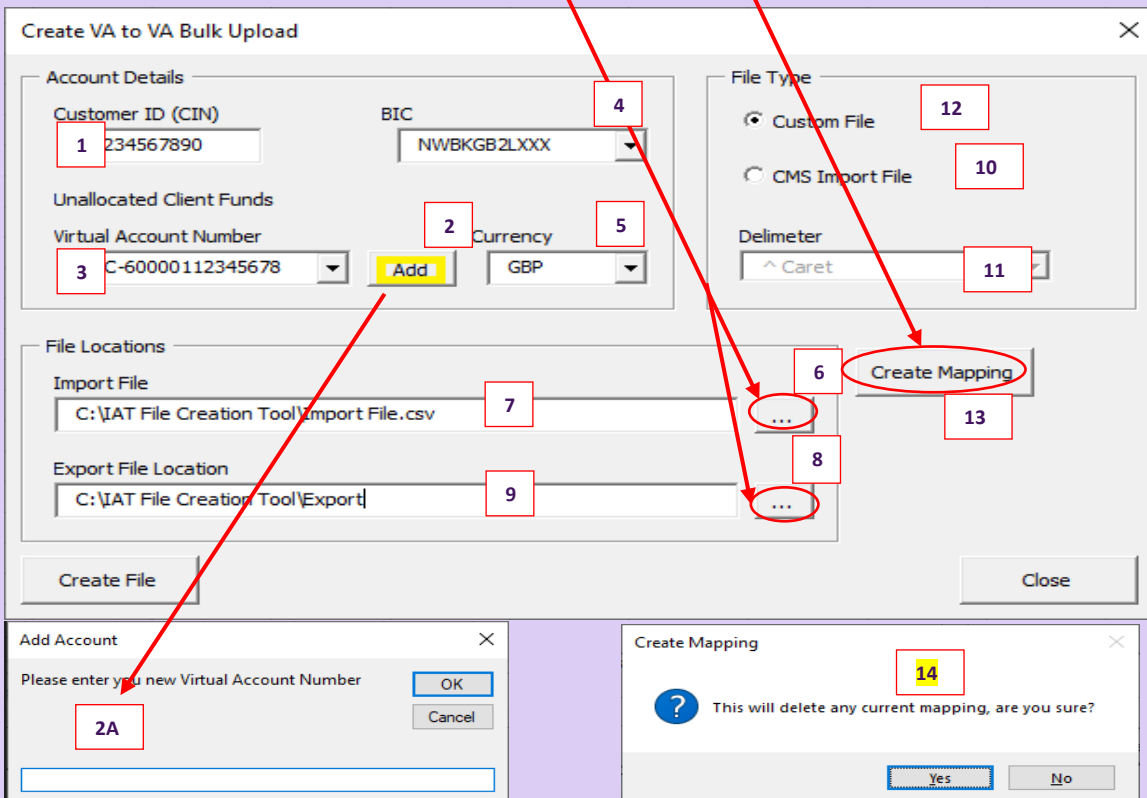
Client Account Manager (CAM)

Virtual Account to Virtual Account (VA-VA) Payments File Mapper (Page 1 of 4)

The File Mapper file should be downloaded as a **.xlsx format**. Select **Open Downloads Folder** and once downloaded right click the file and change the extension to **.xlsm format** to enable the Macros to run and complete the file mapping process. **Note:** A rename warning message will appear, select **YES** to ensure the .xlsm is enabled and File Mapper can be used.

Open File mapper Macro file "**VA to VA Creation 2.5.xlsm**", on clicking Enable content, 'Create VA to VA upload' screen pops up as shown in the below screenshot. Now input below fields in 'Create  **VA to VA File Creation 2.5.xlsm**

1. Enter Customer ID (CIN)
2. Click **Add** button that will add the Virtual Account Number (minimum length of the account no. is 14 characters) – The Add Account Box will appear **(2A)** to add the Virtual Account Number
3. The Virtual Account Number will appear – Also a drop-down box to select
4. Select BIC from the dropdown (NatWest or RBS)
5. Select currency from the drop down. **Note:** The previous currency will be auto populated after the first time
6. Click on the Import file button **...**
7. Populates Select and enter the Import File (CSV file from directory)
8. Click on the Export File Button **...**
9. Populates Select the output file path. Note: If already CMS user, then CMS Import File can be used
10. Select the CMS Import File or Custom File depending on your file type set-up. The system highlights the CMS Import File Radio button as the default. Note: The Create Mapping **(13)** will be greyed out as the default CMS Import File
11. Select Base File Delimiter Types in the drop down: Comma, Carrot, Tab, Fixed.
12. Select the file type as Custom file for mapping purposes
13. Click on Create Mapping Button
14. When prompted click on **YES** for creating new file mapping. By clicking **YES** the current mappings, if any get removed



The screenshot shows the 'Create VA to VA Bulk Upload' dialog box with the following fields and callouts:

- Account Details:**
 - Customer ID (CIN): 1 234567890
 - BIC: 4 NWBKGB2LXXX
 - Virtual Account Number: 3 C-60000112345678
 - Add button: 2
 - Currency: 5 GBP
- File Type:**
 - Custom File: 12 (selected)
 - CMS Import File: 10
- File Locations:**
 - Import File: 7 C:\IAT File Creation Tool\Import File.csv
 - Export File Location: 9 C:\IAT File Creation Tool\Export\
- Delimiters:** 11 ^ Caret
- Buttons:** Create File, Close, Create Mapping (13)

Below the main dialog are two smaller dialog boxes:

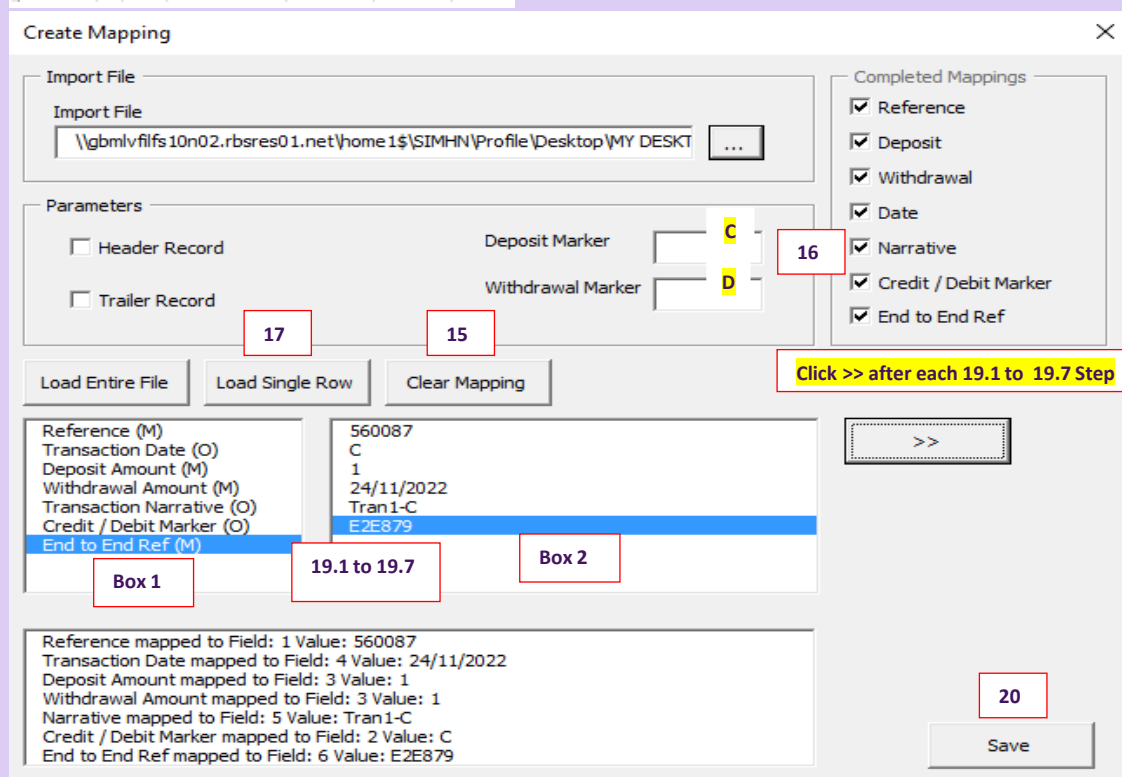
- Add Account:** 2A. Please enter your new Virtual Account Number. OK, Cancel.
- Create Mapping:** 14. This will delete any current mapping, are you sure? Yes, No.

Client Account Manager (CAM)

Virtual Account to Virtual Account (VA-VA) Payments File Mapper (Page 2 of 4)

15. Click on clear mapping button if required. Note: This is only used if you notice an error to clear the mapping and start again
16. Input Deposit Marker with letter **C** and withdrawal Marker with letter **D**
17. Click on Load Single Row
18. First row fields content of your base file will be displayed in the right-side box. Here is an example of your file that the information is taken from

560087	C	1	24/11/2022	Tran1-C	E2E879
560088	C	5	24/11/2022	Tran2-C	E2E889
560089	C	21	24/11/2022	Tran3-C	E2E899
560090	C	23	24/11/2022	Tran4-C	E2E909
560041	D	20	24/11/2022	Tran1-D	E2E419
560013	D	100	24/11/2022	Tran1-D	E2E139



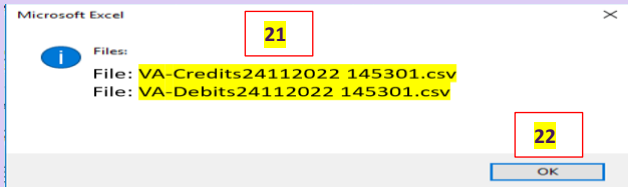
- 19.1 – Click on Reference (Box 1) and Number (Box 2), then click on the double >>
 - 19.2 – Click on the Transaction Date (Box 1) and Date (Box 2), then click on the double >>
 - 19.3 – Click on the Deposit amount (Box 1) and amount (Box 2), then click on the double >>
 - 19.4 – Click on the Withdrawal Amount (Box 1) and amount (Box 2), then click on the double >>
 - 19.5 – Click on the Transaction narrative (Box 1) and Trans1-c (Box 2), then click on the double >>
 - 19.6 – Click on Credit/Debit Marker (Box 1) and C or D (Box 2), then click on the double >>
 - 19.7 – Click on End-to-End Ref (Box 1) and E2E879 (Box 2), then click on the double >>
 20. **If required**, once all Mapping is done click on the save button to **save the entire mappings**.
- Note:** This file mapping activity is not a repetitive task. The same mapping is used for the next base files. i.e. New mapping is not required unless the order of the cells or format of the base file is changed.

Client Account Manager (CAM)

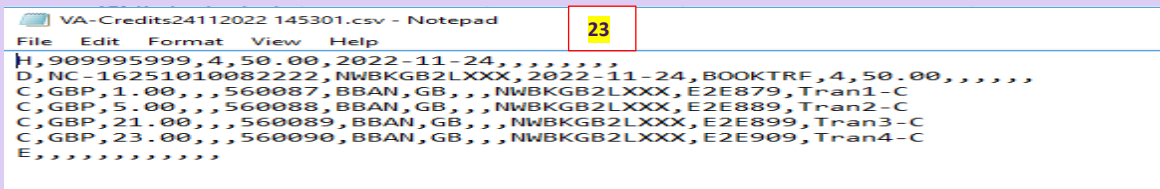


Virtual Account to Virtual Account (VA-VA) Payments File Mapper (Page 3 or 4)

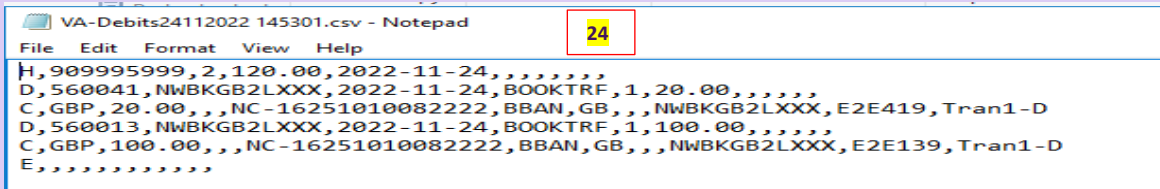
- 21. After saving the file, the below screen will open. Click on create file button to generate VA-VA out files in CSV format
- 22. File mapper generate two files and save in the designated path selected earlier for Export File Location...Click OK.



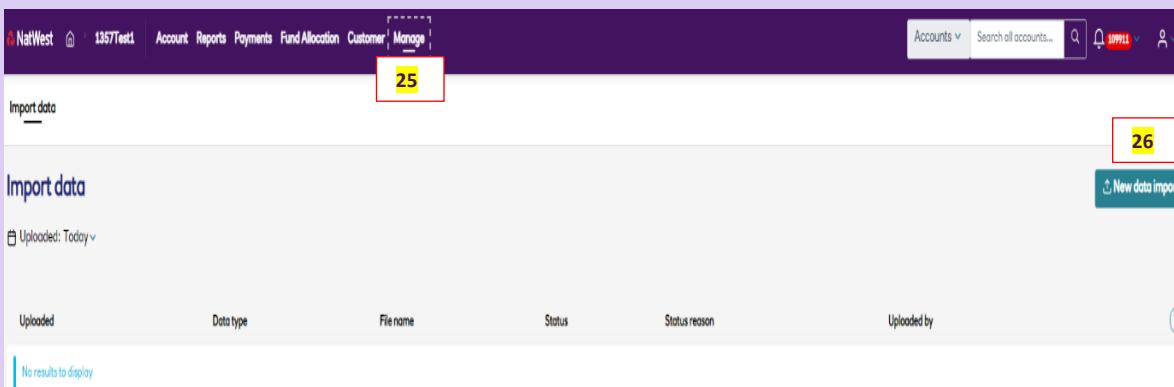
- 23. Generated **Credit files** – Always open in **Notepad** to see the file content. Note: Please note we recommend opening the file in **Notepad**. If opened in Excel the file can be easily corrupted – **Best practice** is to open the file in Notepad.



- 24. Generated **Debit files** – Always open in Notepad to see the file content. **Note:** Please note we recommend opening the file in **Notepad**. If opened in Excel the file can be easily corrupted – **Best practice** is to open the file in **Notepad**.



- 25. The above files can be uploaded in CAM via import functionality. In CAM Click on Manage Tab (24)
- 26. Select New Data Import

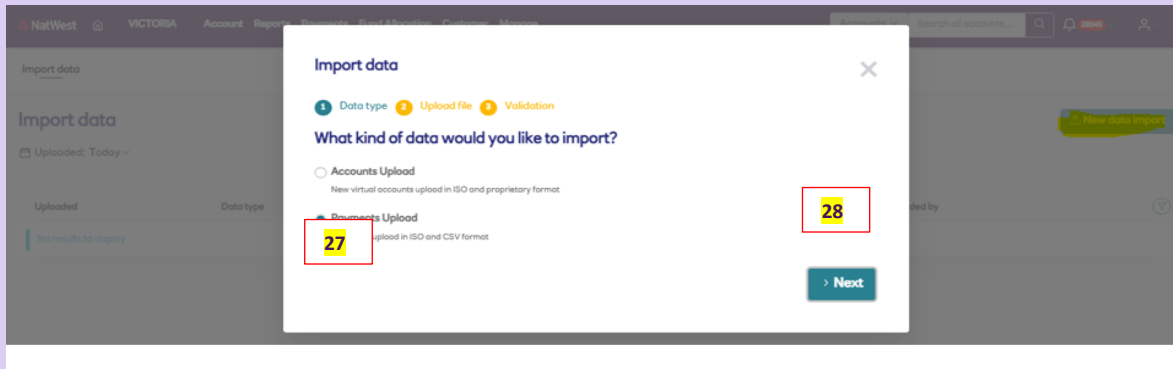


Client Account Manager (CAM)

Virtual Account to Virtual Account (VA-VA) Payments File Mapper (Page 4 of 4)

27. Select Payment upload

28. Click Next



29. Select the output file (both debits & Credits) generated by file mapper from the “Export File Location path” and upload it in CAM for processing.

Note: Please ensure the correctness of the file by opening it in notepad format. A second authoriser is required to complete/action this approval step.

