



RBC Royal Bank

ONLINE TAX FILING CLIENT GUIDE SINGLE/MULTIPLE ADMINISTRATOR RBC EXPRESS/STANDALONE

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1

Table of Contents

WELCOME TO ONLINE TAX FILING	3
ADMINISTRATION OVERVIEW	4
Administration Types.....	4
Approval Requirements	5
GETTING STARTED	5
Accessing the Service.....	5
Company Profile.....	6
Approving changes to the company profile	8
USERS	10
Adding New Users	10
Deleting Users	11
Approving new/deleted users	12
UPDATING YOUR USER PROFILE	14
PASSWORDS	14
TRANSACTION APPROVAL LIMITS	15
PAYMENT TYPES.....	16
Adding New Payment Types.....	16
Editing Payment Types	17
Deleting Payment Types/Accounts.....	18
MAKING TAX PAYMENTS	19
APPROVING TAX PAYMENTS	23
TIMING OF PAYMENTS	25
VIEWING/CANCELLING FUTURE DATED TRANSACTIONS	25
SEARCHING TRANSACTION HISTORY	28
EXPIRED TRANSACTIONS	29
EMAIL ALERTS	31
NEED HELP?.....	32

2

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WELCOME TO ONLINE TAX FILING

For business clients, Online Tax Filing provides a convenient and efficient method for paying/filing many Federal and Provincial business taxes, including GST/HST, Payroll Source Deductions and Federal Income Taxes. The service, which is provided by Can-Act Payment Services LP, can be accessed by following a link in RBC Express® online or the direct URL to access the Online Tax Filing service is <https://royalbank.assurepay.com/>

This Client Guide contains pertinent information to assist you and your business in navigating and using Online Tax Filing. The document outlines the service and provides a step-by-step guide to setting up your users and company profile, registering tax types and submitting payments.

This Client Guide is available for download; a link can be found at the bottom of the **Registered payments and accounts** page within the Online Tax Filing application.

The following tools/resources are also available to assist you with the Online Tax Filing application:

- The Online Tax Filing Client Guide
- A list of Available tax types
- Frequently asked questions
- Can-Act Tax Filing Help Desk – 1-800-206-9444
- RBC Client Support Centre – 1-800-769-2535

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ADMINISTRATION OVERVIEW

Within the Single/Multi Admin version of Online Tax Filing, Administration functions are separate from the creation, approval and submission of tax payments.

Administration Types

At the time of enrolment, you will need to select one of the following Administration options:

1. Single Administration

A single Administrator is set up for your company and will perform the following functions without secondary approval:

- Add/modify/delete Users.
- Change user passwords.
- Modify the company profile, including:
 - Company Name
 - Company Contact Information
 - The number of authorizations required for transactions
 - Company Transactions Limit.

2. Multiple Administration

Any input by a company Administrator, set up under Multiple Administration, will require the approval of a second company Administrator.

- One Administrator enters User or Company Profile information and another Administrator approves the entries.
- The roles of the Administrators are interchangeable, but under a Multiple Administration configuration, an Administrator cannot approve their own entries.
- It is recommended that a maximum of five (5) Administrators be assigned.

Note:

- RBC provides Administrators with access to the Online Tax Filing Service; all other users are set up by the company Administrator(s).
 - Administrators cannot initiate, approve or cancel payments; these functions can only be assigned to Users.
 - In order to make a change to the Administration Type your company is enrolled in, please contact your RBC Representative.
-

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Approval Requirements

Multiple levels of approval can be set up for payment transactions, regardless of whether your company has been set up with Single or Multiple Administration. In this case, one or more Users must approve tax payment transactions before they are submitted.

GETTING STARTED

Once your company has been enrolled in Online Tax Filing, the individuals that you have assigned as Administrators will receive two separate emails:

- The first email will contain their User ID.
- The second email will contain their temporary password.

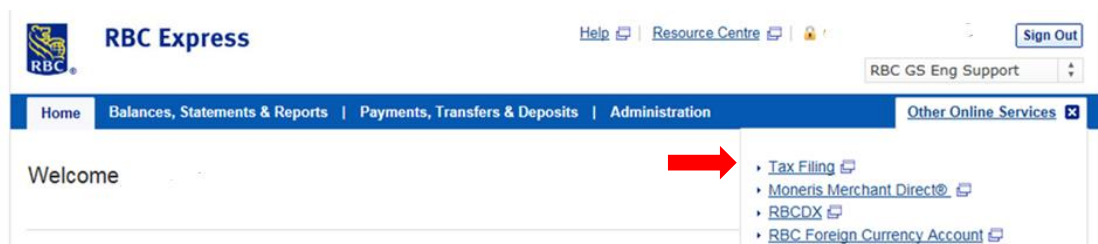
User ID Format – The Administrators will be provided with a User ID consisting of your 6 digit Company ID, a hyphen and an extension of '0001' or '0002', etc. e.g. 312345-0001 and 312345-0002, etc. Users that are set up to use the service will have 4 digit extensions that are consecutively numbered e.g. 312345-0101, 312345-0102, etc. All digits including the hyphen must be entered.

Accessing the Service

1. The direct URL to access the Online Tax Filing service is <https://royalbank.assurepay.com/>

Online Tax Filing can also be accessed via **RBC Express**:

- a. Log on to RBC Express.
- b. Click on the **Tax Filing** link under **Other Online Services**. This will take you to the Can-Act Payment services website.



2. Enter your User ID and Password and click the **Sign In** button to logon to the service.

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Initial Logon

Each Administrator should logon with the User ID and password that was sent to them via email. They will be prompted to change their password immediately.

The new password is case sensitive and must meet the following criteria:

- Must be 8 to 12 characters in length.
- Must contain at least 2 letters and 2 numbers.
- Special characters are permitted (e.g. ! @ # \$ % etc.).

Note:

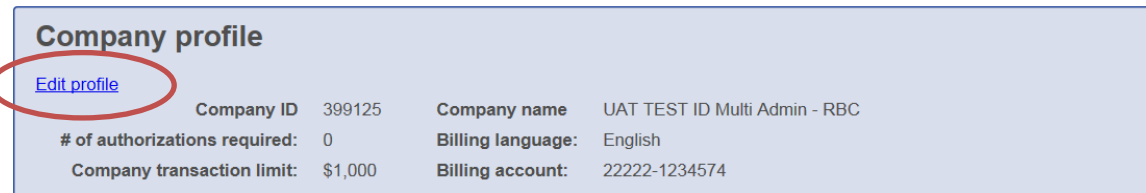
- Passwords must be changed every 3 months.
 - Cannot reuse any of the 5 previous passwords.
-

Once their password has been successfully changed, the Administrator will be returned to the **Administration** Main Menu screen where they will be able to update the Company Profile and set up new Users.

Company Profile

A summary of the Company profile is displayed on the main **Administration** page.

To access the company profile, click on the **Edit profile** link.



The screenshot shows a 'Company profile' summary box. The 'Edit profile' link is circled in red. The profile details are as follows:

Field	Value	Field	Value
Company ID	399125	Company name	UAT TEST ID Multi Admin - RBC
# of authorizations required:	0	Billing language:	English
Company transaction limit:	\$1,000	Billing account:	22222-1234574

The following fields can be configured on the **Company Profile** screen by an Administrator:

Company name

The name entered in this field will be displayed on the screens within the Online Tax Filing application and will accompany your payments in the EDI remittance file.

Number of authorizations required and Company transaction limit

- The number of authorizations required can be set at 0, 1, 2 or 3. This is the number of Users that will be required to authorize a tax filing transaction.
- The Company transaction limit is an optional control and can be used to ensure that at least one additional user must authorize a transaction if it exceeds a specified dollar limit.

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- If the 'No company limit' radio button is selected, the limit field will be greyed out and populated with \$99,999,999 and a company limit will not be applied.
- If the 'No company limit' radio button is not selected, a dollar amount must be entered for the Company transaction limit. The amount entered is per transaction not a daily or aggregate limit.

Note:

- When setting up users, the Administrator(s) will assign a user-specific transaction approval limit (User Limit); Users can only approve transactions up to their assigned limit.
 - The additional approver for a transaction that exceeds the Company transaction limit must have a user limit that is sufficient to approve the transaction.
-
- If a Company transaction limit is set, the maximum number of approvers that can be selected from the **# of authorizations required** field is 2; this is to allow for an additional approver should the transaction amount exceed the optional company limit.

Company transaction limit?	And the transaction amount is:	And the # of authorizations required is:	# of Users required to approve the transaction:
No	Any amount	0	0
		1	1
		2	2
		3	3
Yes	Below the limit	0	0
		1	1
		2	2
Yes	Above the limit	0	1
		1	2
		2	3

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Billing language

The language can be changed by switching the Billing language from English to Francais or vice versa.

Billing account

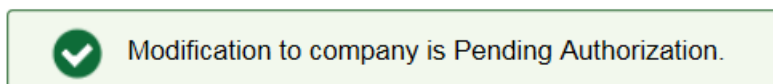
This field will be populated with the Billing Account that was provided on the original Online Tax Filing Enrollment form. This field is not used for clients with BCRMS Billing (Client Activity Statements), however, there must be a value in this field

Province

This will display the province your business is based in.

To edit the Company Profile:

1. Modify the fields on the profile and click the **Next** button.
2. Verify the details and click the **Submit** button.
3. If there is only a single Administrator assigned for your company, you will receive a message indicating that the profile has been successfully updated.
4. If your company has more than one Administrator, you will receive the following message:



The changes you have made must be approved by another Administrator before they take effect.

5. Click on the **Done** button to return to the main **Administration** screen.

Approving changes to the company profile

If your company is using the multiple administrator version of Online Tax Filing, any changes to the Company Profile that are made by one Administrator must be approved by a second Administrator.

If a profile change is pending approval, the second Administrator will see the following on the **Administration** screen when they log on:

8
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Company profile

Profile change is pending approval

Company ID	399125	Company name	UAT TEST ID Multi Admin - RBC
# of authorizations required:	0	Billing language:	English
Company transaction limit	\$99,999,999	Billing account:	11111-1234566-chq

The fields that have been modified will be highlighted in yellow.

To approve the changes:

1. Click **Approve update**. The following message will appear:

Approve company [X]

Are you sure you want to approve this change for company :

2. Click **OK** to approve the changes. You will see the following message:

Approve company [X]

Change has been approved.

3. Click **OK** to return to the **Administration** screen.

9

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USERS

Adding New Users

Users are set up by an Administrator and, if required, approved by a second Administrator

To add a new User:

1. On the **Administration** screen, under **User profiles**, click on the **Add user** button. The **User management** screen will be displayed.

User management

PFS ID: 399125-0001

Administration > Add user profile

Add user profile

* Indicates required fields

1 Edit details

2 Verify and submit

3 Confirmation

Name *

Approval limit *

Phone number * Extension

Email address: *

Allowed to add payment type *

Yes

No

Language: *

English

Cancel Reset Next

2. On the **User management** screen:
 - a) Enter the following details for the User:
 - Name
 - Approval limit
 - Phone number
 - Email address
 - b) Under 'Allowed to add payment type', select 'Yes' or 'No';
 - If 'Yes' is selected, a User will be permitted to add new tax payment type templates.
 - If 'No' is selected, the User will not be permitted to add new payment type templates.
 - c) Select the User's preferred language (English or French) from the Language drop-down.
 - d) Click on **Next**.
 - e) Verify the details you have entered and click **Submit**.
 - f) If your company has only one Administrator, you will receive a message to confirm

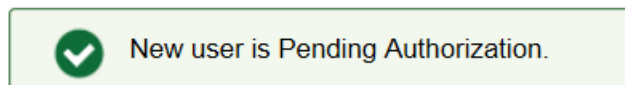
10

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that the new User has been successfully added.

- g) If your company has more than one Administrator, you will see the following message:



The new user must be approved by the other Administrator before they are able to access the service.

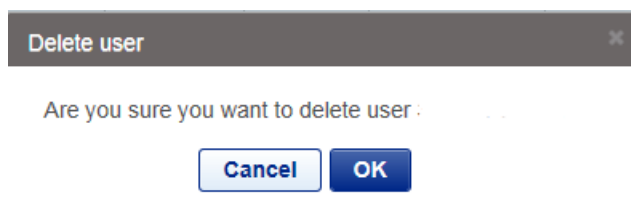
- h) Click **Done** to return to the main **Administration** screen. The new user you have added will be listed in the list of users with a status of 'Pending add'.

Deleting Users

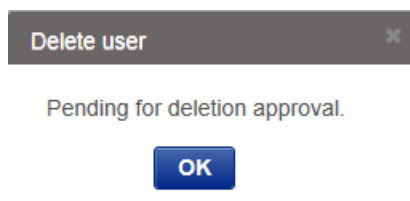
Users that no longer need to access the Online Tax Filing Service can be deleted by your company Administrators. If your company is using the multiple administrator version of the service, a user that is deleted by an Administrator must be approved by a second Administrator.

To delete a User:

1. On the **Administration** screen, under **User Profiles**, click on the radio button next to the user you would like to delete.
2. Click **Delete User**. The following message will be displayed:



3. Click **OK**. If your company has only one Administrator, you will receive a message to confirm that the User has successfully been deleted.
4. If your company has more than one Administrator, the following message will be displayed:



The deletion must be approved by a second Administrator.

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- Click OK to return to the **Administration** screen. The status of the user you have deleted will be displayed as 'Pending Delete.'

Approving new/deleted users

If your company is using the multiple administrator version of Online Tax Filing, users that are added or deleted by an Administrator must be approved by a second Administrator.

An Administrator can view the Users that are pending their approval by clicking on the radio button next to 'My Approvals'.

User profiles

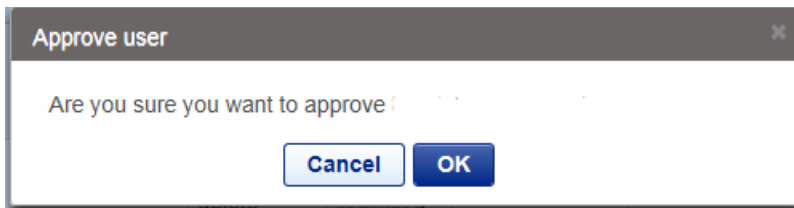
View All users
 My approvals 

	ID	Name	Status	Password	Approval limit	Email address	Payment type access
<input checked="" type="radio"/>	399125-0112	John Smith	Pending add	User action required	\$50,000	john@email.com	Yes

1 - 1 of 1 1

To approve a User:

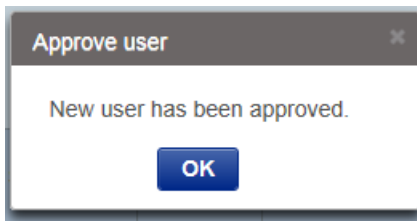
- Click on the radio button next to the user 'pending add' or 'pending delete' that you would like to approve.
- You have the option to Approve or Reject an addition or a deletion.
- Click **Approve**. The following message will be displayed:



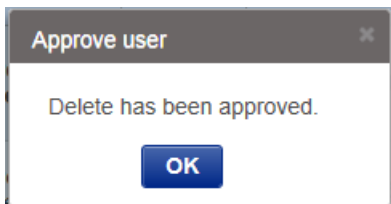
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4. Click **OK** to provide approval. You will see one of the following messages:



The user will be enrolled in the service and an email will automatically be generated to the user's email address with a temporary password.



The user will be deleted from the service.

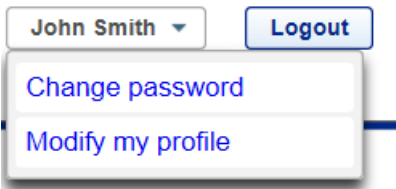
5. Click **OK** to return to the **Administration** screen.
6. An Administrator must provide each new user with the User ID that is displayed next to their name on the **Administration** screen. The User ID will not be provided via email.
7. Once a user has logged on and changed their password, 'User action required' under the Password column will no longer be displayed.

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UPDATING YOUR USER PROFILE

To access your User profile, click on the down arrow on the top right of the screen and select **Modify my profile**:



The following fields can be updated:

- Name
- Phone Number
- Email Address
- Language

Note:

- The language of the application is set at the user level
 - The language can be changed by selecting English or Francais from the Language drop down. Once the change is verified and submitted, the screens will be displayed in the new language.
-

PASSWORDS

Temporary passwords are automatically generated and provided to the Administrator(s) and Users via email. Temporary passwords must be changed the first time the user logs into the system.

Administrators and Users can change their own password via the **Change password** link in the top right corner of the **Administration** screen.



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Administrators can also reset a user’s password by clicking on the radio button next to the user on the **Administration** screen and clicking the **Reset User Password** button. This will generate an email to the user containing a temporary password.

User profiles

View All users
 My approvals

[Add user](#) [Modify user](#) [Delete user](#) [Reset user password](#)

	ID ↕	Name ↕	Status	Password
<input type="radio"/>	399125-0104	User 104		

If an Administrator password is forgotten or entered incorrectly three (3) times, the password must be reset by the Online Tax Filing Help Desk. Clients should call 1-800-206-9444 for assistance.

TRANSACTION APPROVAL LIMITS

To establish transaction approval limits for the Online Tax Filing service, the Administrator:

1. Enters the Number of Authorizations Required for each transaction on the Company Profile.
 2. Assigns an optional Company Transaction Limit.
 Note: If a Company transaction limit is entered, the Number of Authorizations Required cannot exceed two (2).
 3. Sets a transaction Approval Limit for each user at the time of user set up.
- The service can be configured such that up to three approvers are required to authorize a transaction.
 - If a Company Limit has been assigned in the Company Profile, any transaction over that amount will automatically require an additional approval, regardless of the user limits.
 - You should provide at least one user with a transaction limit that is equal to or greater than your company’s largest expected transaction amount. If approval limits are set too low, you may not be able to approve and submit your tax payments.

Note:

To create a user that can enter payment details but cannot set up a payment template or authorize transactions, create the user with:
 Payment Type Access = N

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Approval Limit = \$0

PAYMENT TYPES

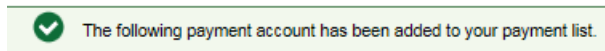
Adding New Payment Types

The **Registered payments and accounts** screen lists the Payment Types/Account Numbers that you currently have set up for your company.

Any User that has been set up with Payment Type Access = Y can set up a new payment type. There is no secondary authorization required to set up a payment type.

To add a new Payment Type:

1. On the **Registered payments and accounts** screen, click on the **Add payment type** button.
2. On the **Add payment type** screen:
 - a) Select one of the following payment type categories to narrow your search results:
 - All tax
 - Federal tax
 - Provincial tax
 - b) If you select Provincial tax, select the appropriate province from the drop down list.
 - c) Select a payment type from the displayed list and click the **Next** button.
 - d) The **Add payment type** screen will be displayed for the selected payment type.
 - e) Enter the required payment information and click on the **Next** button.
 - f) The following message should display:



Tax account number
99999998RG0001

-
-
-
-
-
-
- g) Click on **Done** to return to the **Registered payments and accounts** screen. The Payment Type you have added should be displayed.

Note: A complete list of the payment types that are currently available for Online Tax Filing can be found at http://www.royalbank.com/business/services/gov_creditor_list.html

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Adding New Payment Types – Important Notes:

Federal – Corporation Tax Payments – the date required is the date your Fiscal Year **begins**. If the Fiscal Year End date is used, the default date logic will be incorrect and your Period End date will be incorrectly calculated on the payment input screen.

Federal – GST/HST Payment – this is not a GST filing. It is to be used for installment or arrears payments only.

Ontario Family Responsibility Office payment requires a separate transaction setup for each employee case number. If your company submits payments on behalf of many employees you may prefer to use the E- CLIPS program. The Ontario Ministry of Community and Social Services (MCSS) provides this Internet based program free of charge. Information and enrolment procedures can be obtained from the e-Commerce Coordinator at MCSS-FRO (416) 243- 1900 ext 7042.

Editing Payment Types

Any User that is set up with Payment Type Access = Y is able to edit the information for payment types that have set up for Online Tax Filing.

Note:

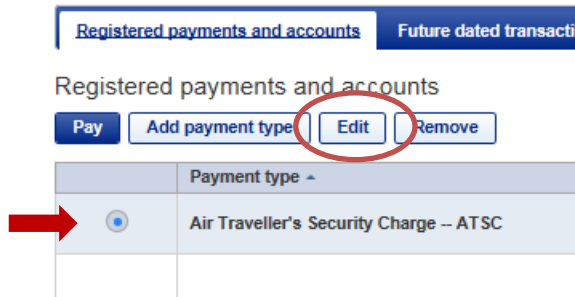
- Any future dated payments for the payment type will be updated with the new account information.
 - Past transaction history will not be affected by the change.
-

To edit an existing payment type:

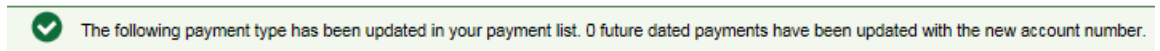
1. On the **Registered payments and accounts** screen, select the **radio button** beside the payment type you would like change and click on the **Edit** button.

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2. On the **Edit payment type** screen, update the payment details and click the **Save** button.
3. The following message should be displayed:



4. Click the **Done** button to return to the **Registered payments and accounts** screen.

Deleting Payment Types/Accounts

Any User that has been set up as Payment Type Access = Y is able to delete payment types/accounts that are no longer required.

Note:

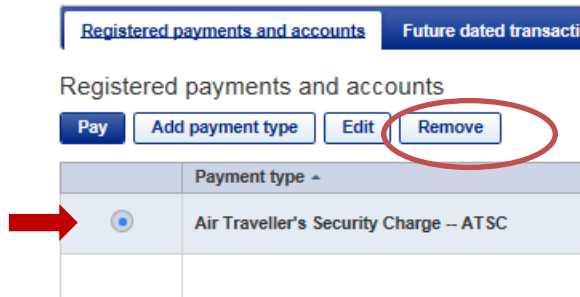
- A payment type/account cannot be removed if there are future dated transactions associated with it; you must either cancel any future dated transactions or wait until they have been processed to remove the payment type/account.
- Past transaction history for the deleted payment type/account will not be affected.

To delete a payment type/account:

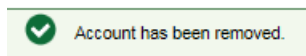
1. On the **Registered payments and account screen**, select the **radio button** beside the payment type/account you would like delete and click on the **Remove** button.

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2. If you have more than one account number for the payment type, you must select the account number you would like to delete and click **Next**.
3. On the **Remove payment type** screen, highlight the account you would like to delete and click on the **Remove** button. Verify the Tax account number that will be deleted and click on the **Remove** button.
4. The following message will be displayed:



5. Click the **Done** button to return to the **Registered payments and accounts** screen.

MAKING TAX PAYMENTS

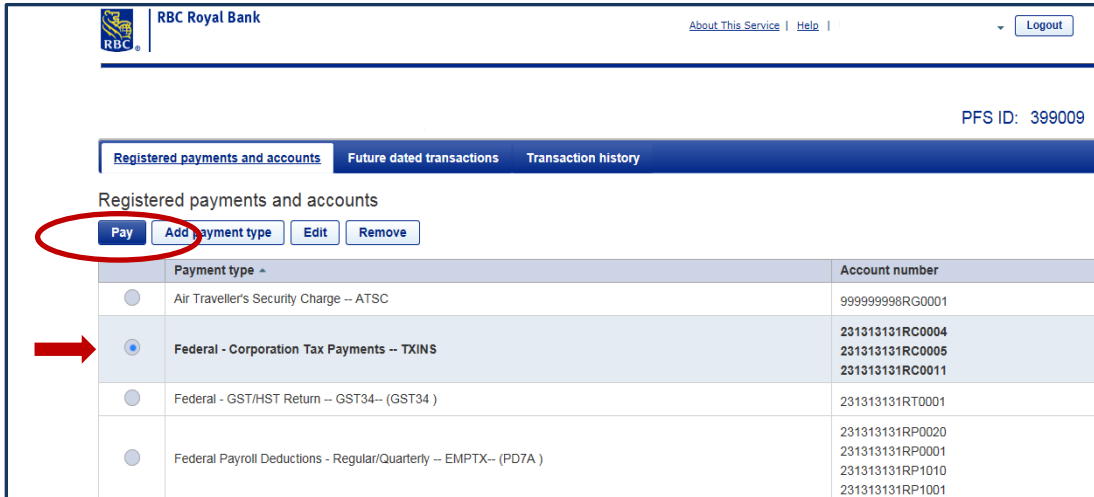
The available Payment Types that have been set up for the Online Tax Filing service will be listed on the **Registered payments and accounts** screen.

To make a tax payment:

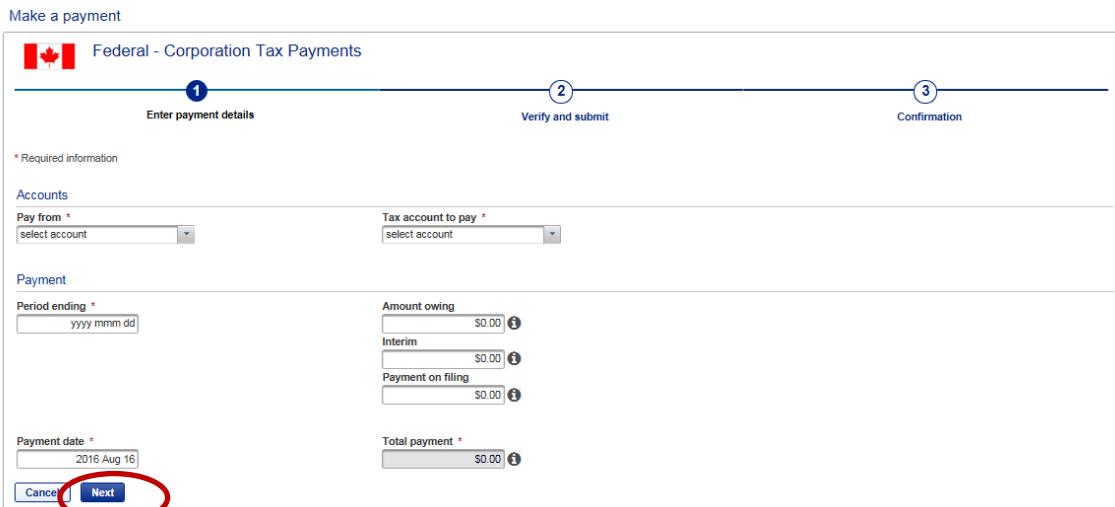
1. Select the type of payment you would like to make by clicking on the radio button next to the Payment Type
2. Click on the **Pay** button.

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3. On the **Make a payment** screen, enter the required payment details and click **Next**.




Note:

- The **Due Date** is the date your payment is due to the government agency. In the case of most Federal transactions, there is a specific date you are required to remit by.
- The **Payment Date** is the date the payment will actually be made and the funds debited from your RBC account.
- These dates may be the same but you may choose to make a payment prior to the due date.

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Make a payment



Federal Payroll Deductions - Regular/Quarterly -- (PD7A)

12

Enter payment detailsVerify and submit

* Required information

Accounts

Pay from * <input type="text" value="11111-3050005 -indx05"/>	Tax account to pay * <input type="text" value="231313131RP1010"/>
---	---

Payment

Remittance period ending * <input type="text" value="2015"/> <input type="text" value="Aug"/> ⓘ	Due date <input type="text" value="2015 Sep 15"/>
Gross period payroll * <input type="text" value="\$0"/> (dollars only)	Number of employees in last period * <input type="text" value="0"/>

Amount paid (total tax, CPP, EI remittance) *

Payment date *

Note:

- The Payment Date will default to the Due Date. If the Payment Date falls on a weekend or statutory holiday, a warning will be displayed at the top of the screen and the Payment will be adjusted to the following business day. **Please review the default Payment date carefully to ensure your payment will not be late.**
- Holidays follow the Canadian Bank Holiday schedule.
- Transactions will be processed on provincial holidays (e.g. Family Day, Jean Baptiste Day, etc.)
- If the amount of your payment is greater than \$100,000, you will receive a warning message; this will allow you to verify that the payment amount is correct and reduces the risk of keying errors.


4. Verify the details you have entered are correct and click on **Submit**.

21

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Make a payment

 **Federal - Corporation Tax Payments**

1 Enter payment details 2 Verify and submit 3 Confirmation

Please verify details and click on the submit button.

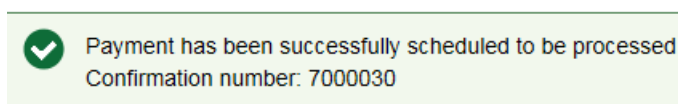
Accounts

Pay from 11111-3030003	Tax account to pay 231313131RC0004
---------------------------	---------------------------------------

Payment

Period ending 2016 Aug 31	Amount owing \$0.00
	Interim \$0.00
	Payment on filing \$100.00
Payment date 2016 Aug 31	Total payment \$100.00

5. **If the transaction does not require approval**, the following message will be displayed with the confirmation number to confirm that your payment was successfully added.



- Your payment transaction has now been submitted for processing. The payment will be warehoused and processed on the specified payment date.
 - Once the payment has been processed, the payment confirmation number will appear on your RBC account statement to assist with account reconciliation.
6. Click the **Done** button to return to the **Registered payments and accounts** screen.

Note:

- It is very important to review all information for accuracy.
- You are responsible for any payment/filing errors.
- Funds are remitted directly to the government agency you are paying; neither RBC nor CAN-ACT will be able to recover funds from the government on behalf of your company. You must contact the government agency directly for assistance.
- Once a payment has been submitted, it cannot be modified. If you need to modify a payment, it must be cancelled and re-submitted.

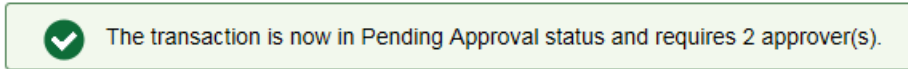
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APPROVING TAX PAYMENTS

The Online Tax Filing service can be configured to allow for up to three (3) approvers.

If a transaction requires approval, a message will be displayed when the transaction is submitted, indicating the payment status and the number of approvals that must be provided:



When a User logs on, the first screen that is displayed is **Transactions Pending Approval**. This screen lists all transactions that either require approval or are expired.

Transaction Pending Approvals

Select row to view details and to do approvals:

Transaction type	Payment date	Amount	Account number	Status	Approved/Required
EMPTX	2016 Sep 05	\$57,123,456.00	231313131RP0001	Expired	N/A
ONCT	2016 Oct 07	\$700.00	1234567	Pending approval	0/2
ONCT	2016 Oct 07	\$700.00	1234567	Pending approval	0/2
TXINS	2016 Oct 31	\$105,000.00	231313131RC0010	Pending approval	0/1
ATSC	2016 Oct 31	\$30.00	999999998RG0001	Pending approval	0/1
ATSC	2016 Oct 31	\$300,000.00	999999998RG0001	Pending approval	0/3

1 - 6 of 6 1 25 rows per page

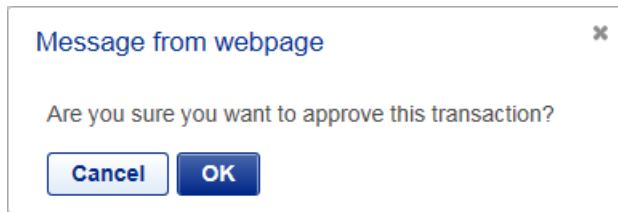
To approve a transaction:

1. View the details of the transaction by clicking on the row in the table. **The Pending approval – details** screen will be displayed.
2. There are four (4) buttons displayed at the bottom of the screen:
 - i. Audit - displays the entire Creation/Cancellation history of the transaction
 - ii. Cancel Transaction – cancels the transaction
 - iii. Back to List – returns the user to the list of transactions that are pending approval
 - iv. Approve – provides an approval for the transaction

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3. Click **Approve**. The following message will be displayed:



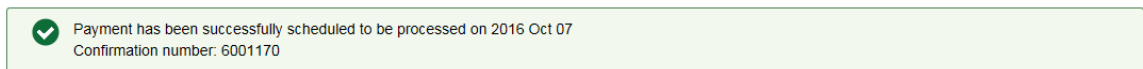
4. Click **OK**.

If the transaction requires additional approvals, the **Pending approval - Confirmation** screen will be displayed, indicating how many approvals are still required.

Payment summary

Status:	Pending approval	Payment date:	2016 Oct 07
Approvals:	1 of 2 approved 	Payment amount:	\$700.00
Creation date & time:	2016 Oct 06 9:40:46	Pay from:	22222 - 1112226
Created by:	Cari McLean (111)		

If all required approvals have been provided, the following message will be displayed:



5. Click **Done** to return to the list of Transactions Pending Approval.

Note:

- If a user cannot approve a transaction (i.e. because they entered the transaction or it is over their limit, the Approve button will be greyed out and that user will not be able to provide approval.
 - All required approvals must be provided by midnight (local time) on the day prior to the due date. The final approver must submit the transaction for processing.
-

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TIMING OF PAYMENTS

Note: It is important to be aware of the timing of your payment transactions.

- **Payments must be entered by 11:59pm local time the business day BEFORE the due date.** Local time is determined by the Province that has been selected on your Company Profile.
- The Payment date field will default to **tomorrow's** date.
- **Funds will not be withdrawn from your account and paid to the recipient until the Payment Date you have selected.**
- All payments entered prior to midnight are processed early in the morning of the payment date.
- If there are insufficient funds in your account on the morning of the payment date, the payment will not be made and you may incur a government penalty. It is your responsibility to ensure there are sufficient funds in your account on the payment date.
- If you are entering your payment on the due date, it is late and you may be subject to government penalties.

VIEWING/CANCELLING FUTURE DATED TRANSACTIONS

- Tax payments can be entered up to 365 days prior to the due date.
- Transactions are 'future dated' and can be cancelled up until 11:59pm local time on the day before the payment due date.

To view your future dated transactions:

1. Click on the **Future dated transactions** tab at the top of the page.
2. To search for future dated transactions:
 - a) Enter the Payment Dates you would like to search for and click the **Search** button
or
 - b) To enter additional search criteria, click on the **Advanced search** link, enter the relevant details and click the **Search** button.

Registered payments and accounts | **Future dated transactions** | Transaction history

Search transactions

Payment dates from to [Advanced search](#)

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- The list of transactions matching your search criteria will be displayed, sorted in ascending order by date.

To sort the transactions in descending order, click on the arrows next to the Payment date heading.

Search transactions

Payment dates from to [Advanced search](#)

Click in a row to select it.

Transactions	Payment date	Amount	Confirmation number	Tax account number	Status
TXINS	2016 Aug 16	\$60.00	5002110	231313131RC0004	To be processed
TXINS	2016 Aug 19	\$22.00	3007210	231313131RC0004	To be processed

1 - 2 of 2

[Legal](#) | [Privacy & Security](#)

- Click on a transaction in the list to view the transaction details.

Canceling a future dated transaction:

If more than one approval is required to cancel a transaction, the item will remain on the Transactions Pending Approval list until the cancellation is completed.

Note:

If a transaction is not fully cancelled prior to the due date, it will be processed.

Cancellation of a fully approved transaction	<ul style="list-style-type: none"> Requires approval from the same number of users that approved the transaction. Users must have a transaction limit that is equal to or greater than the amount of the transactions. The users that approve the cancellation do not have to be the same users that originally approved the transaction.
Cancellation of a partially approved transaction	<ul style="list-style-type: none"> Requires approval from one user with a transaction limit that is equal to or greater than the amount of the payment. Does not have to be the same user that originally approved the transaction.
Cancellation of a transaction that is pending approval	<ul style="list-style-type: none"> The transaction is in pending status but has not been approved by any users. Can be cancelled by any user within the company,

26

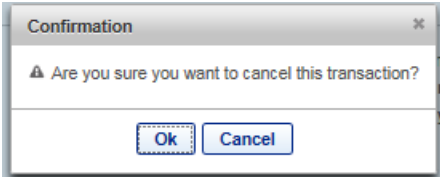
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regardless of their transaction limit.

To cancel a transaction:

1. Click on the transaction in the list of future dated transactions to display the payment details.
2. Click on the **Cancel this transaction** button. The following message will be displayed:



3. Click **OK**.
4. **If the cancellation does not require approval**, on the **Payment details** screen the status of the transaction will be updated to 'Cancellation Request' and the confirmation number will be displayed.

Payment summary

Status:	Cancellation Request	Payment date:	2016 Oct 13
Confirmation number:	2000090	Approvals:	N/A
Payment amount:	\$77.00	Original confirmation #:	2000080
Pay from:	11111 - 1234566	Creation date & time:	2016 Oct 12 11:47:43

5. **If the cancellation requires approval**, the **Payment details** screen will show the status of the transaction as 'Pending Cancellation' and will indicate how many approvals are required.

Payment summary

Status:	Pending Cancellation
Approvals:	0 of 1 approved
Original confirmation #:	5002070
Creation date & time:	2016 Oct 05 16:49:55

6. Click on the **Back** button to return to the list of Future dated transactions.

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Note:

- **Payments can be cancelled up to 11:59pm local time the day before the payment date.**
 - Once the cancellation request has been completed, a cancelled payment will be displayed as two entries in your transaction history. The original payment/confirmation number will be displayed with a status of '**Cancelled**' and the request to cancel the payment will have a status of '**Cancellation Request**'. A different confirmation number is provided for each of these entries for audit purposes.
-

SEARCHING TRANSACTION HISTORY

- You can view up to 13 months of historical transactions online.
- History includes all transactions that have been processed or cancelled or that have expired.
- Each transaction search will return a maximum of 200 payments.

To search transaction history:

1. Click on the **Transaction history** tab at the top of the page.
2. To search for historical transactions:
 - a) Enter the Payment Dates you would like to search for and click on the **Search** button.
 - or
 - b) To enter additional search criteria, click on **the Advanced search** link, enter the relevant details and click on the **Search** button.

RBC Royal Bank About This Service | Help | Logout

PFS ID: 399009

Registered payments and accounts Future dated transactions **Transaction history**

Search transactions

Payment dates from to [Advanced search](#)

3. The list of transactions matching your search criteria will be displayed, sorted in ascending order by date.

To sort the transactions in descending order, click on the arrows next to the Payment date heading.

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Search transactions

Payment dates from to [Advanced search](#)

Click in a row to select it.

Transactions	Payment date	Amount	Confirmation number	Tax account number	Status
ATSC	2016 Jul 15	\$500.00	8002070	999999995RG0001	Processed
ATSC	2016 Jul 19	\$1,000.00	8002080	999999995RG0001	Cancelled
ATSC	2016 Jul 19	\$1,000.00	8002090	999999995RG0001	Cancellation Request
ATSC	2016 Aug 04	\$78.78	3006268	231313131RG0008	Processed

1 - 4 of 4

- Click on a transaction in the list to view the transaction details.
- Click on the **Back** button to return to the list of transactions.

Note:

- Any payments to the Federal Government or the Province of Quebec that are returned NSF will be displayed in the Transaction History.
 - The original payment transaction will appear with a status of '**Returned Item**' and the request will have a status of '**Returned Item Audit Record**'.
 - Returned payments to other government agencies cannot be tracked and NSF payments will not be reported in your transaction history.
-

EXPIRED TRANSACTIONS

If a payment transaction has not been approved or submitted by the due date, it becomes expired. It will be displayed on the list of transactions on the **Transactions Pending Approval** screen until with a status of 'Expired' until it is acknowledged and removed.


An expired transaction must be acknowledged by a user with a limit that is equal to or greater than the amount of the payment. Only one user is required to acknowledge an expired transaction and remove it from the list of pending transactions.

To remove an expired transaction:

- On the **Transactions Pending Approval** screen, click on the row to select the Expired transaction.

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Pending approval - details

 **Federal Payroll Deductions - Threshold 1 - (PD7A)**

Payment summary

Status:	Expired	Payment date:	2016 Sep 05
Approval status:	Requires acknowledgement	Payment amount:	\$57,123,456.00
Creation date & time:	2016 Aug 08 14:08:08	Pay from:	11111 - 1234566
Created by:	User 104 (104)		

Transaction details

Tax account to pay:	
End of remitting period:	2016 Aug 26
Due date:	2016 Sep 05
Gross period payroll:	\$123,456,789.00
Number of employees:	123
Amount paid (total tax, CPP, EI remittance):	\$57,123,456.00

2. On the **Pending approval – details** screen, click the **Acknowledge** button to remove the transaction from the list of pending transactions. The Status will be updated to 'Expired acknowledged'. The transaction will remain in Transaction History.
3. Click Back to List to return to the **Transactions Pending Approval** screen.

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EMAIL ALERTS

If your company is set up to receive alerts, an email alert will be provided in the following situations:

1. A payment transaction has been initiated and requires approval.

The transaction is in Pending status and requires approval before it can be processed.

2. A pending transaction that requires approval is approaching its expiration date.

The transaction has received the required number of approvals and will expire in 7 days. If the transaction is not fully approved before the due date, it will expire and will not be processed.

These are automated emails – please do not respond to them.

Please note: Email Alerts are sent to every user you have created on the system, even if they do not have approval authority. Due to the number of emails that could be generated, you should consider this optional feature carefully.

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NEED HELP?

Contact your RBC representative if:

- If you have inquiries related to your RBC bank accounts
- If you would like to convert from the Single User version to a Multi-User version of Online Tax filing.
- To add or delete Administrators or Bank Accounts
- General inquiries may also be directed to the Royal Direct Call Centre at 1-800-ROYAL-70.

Contact the Tax Filing Help Desk for:

- Technical support issues with the Online Tax Filing service, including Administrator password resets
- Inquiries that are specific to Tax Payment transactions

Tax Filing Help Desk

1-800-206-9444

Hours

Monday to Friday

8:00am to 5:00pm (Eastern Time)

(Excluding bank holidays)

Note: The Tax Filing Help Desk is operated by Can-Act and is outside of RBC; the agents will not be able to assist with account related inquiries or questions regarding other RBC services.

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