

Cash Management Training Program

All Times Are Listed in Eastern Time (ET)



Cours en français

(L'horaire des cours en français diffère de celui en anglais.)

- **Click on a course time to register for a class.**
- Once registered, you will receive an e-mail with a link to a web conference and a toll-free number.
- The service must be active in RBC Express to register for the course.
- **Class registration ends at 4:00 pm Eastern time the previous business day.**
- Classes that do not have any participants join within the first 15 minutes will be cancelled.

Time Conversion	
Pacific	-3:00
Mountain	-2:00
Central	-1:00
Atlantic	+1:00
Newfoundland	+1:30

If the links below do not open a new e-mail message for you, please send an e-mail to cmrbce@rbc.com and provide:

- Course Name:
- Course Date & Time:
- Your Company Name:
- Your Name:
- Your Contact E-mail:

Setting Up and Maintaining your RBC Express		
Service	Activity	Course Name (ET = Toronto/Eastern Time)
Administration	Create, manage, and permission your RBC Express users, establish the approval limits for payment services, and assign tokens. (Strongly recommended for new Service Administrators; please take this course first.)	Administration Duration: 75 minutes Tuesday @ 12:15 ET Thursday @ 15:30 ET
RBC Express Online Banking	Protect your identity and financial information online.	Cyber Awareness Duration: 45 minutes Wednesday @ 14:00 ET

RBC Express Core Services - Information & Control		
Service	Activity	Course Name (ET = Toronto/Eastern Time)
Balance Reporting	View account activity on a day-to-day basis.	Core Services Duration: 60 minutes Monday @ 12:30 ET Wednesday @ 15:30 ET
RBC Statements	View and download official monthly statements for your business accounts.	
Account Images	View and download images of cashed cheques or deposit stubs.	
Stop Payments	Request a stop payment on a cheque or pre-authorized payment.	
Account Transfers	Transfer funds between your RBC accounts.	
Bill Payments	Pay bills to Canadian corporate creditors (for example: utilities, phone bills, or credit cards).	Cheque-Pro Administration Duration: 60 minutes Monday @ 11:00 ET Friday @ 14:15 ET Cheque-Pro for Users Duration: 30 minutes Monday @ 15:45 ET Thursday @ 11:00 ET
Cheque-Pro	Scan and deposit cheques electronically into your RBC business account.	

RBC Express ACH Direct Payments (PAP) & Direct Deposits (PDS or PDB)	
The ACH service is used to send direct payments (debiting your customer) or direct deposits (crediting your customer)	
Three Courses Offered	Course Name (ET = Toronto/Eastern Time)
IF YOUR COMPANY <u>DOES NOT USE</u> THIRD-PARTY ACCOUNTING SOFTWARE TO GENERATE PAYMENT FILES:	
Create and manage your customer database on RBC Express.	ACH Record Manager Duration: 60 minutes Tuesday @ 14:15 ET Thursday @ 12:30 ET
IF YOUR COMPANY <u>USES</u> THIRD-PARTY ACCOUNTING SOFTWARE TO GENERATE PAYMENT FILES:	
Upload your payment file to RBC for processing in one of the following file formats: ACH, RBC Standard or CPA005.	ACH File Transfer Duration: 45 minutes Monday @ 14:15 ET Wednesday @ 12:30 ET
To make use of the approval rules within RBC Express, import your customer database onto RBC Express using one of the following file formats: ACH, RBC Standard or CPA005.	ACH Record Manager Import Duration: 60 minutes Friday @ 12:30 ET

RBC Express Wire Payments		
Wire Payments are used to transfer funds domestically or internationally		
Platform	Activity	Course Name (ET = Toronto/Eastern Time)
RBC Express	Send a wire payment from one of your CAD or USD accounts.	Wire Payments Duration: 60 minutes Tuesday @ 15:45 ET Thursday @ 14:00 ET