



Butterfield Online
Corporate Administrator Guide
VERSION 2.1 | 01 OCTOBER 2023

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INTRODUCTION

This document provides a step-by-step guide on how a User with Corporate Administrator privileges can conduct various operations in Butterfield Online. Corporate Administrators manage the assignment of User access to the application; the role can perform day-to-day operations such as User Management, User Account Access, Workflow Management, and Rule Management.

1. Dashboard

The system dashboard provides a customised view (customised to the User role) and easy access to relevant functions for the role. Functions are quickly accessible through the buttons on the **Dashboard**.

There are two Corporate Administrator User roles:

1. **Corporate Administrator Maker**
2. **Corporate Administrator Approver**

1.1 Corporate Administrator Maker Dashboard

The Corporate Administrator Maker role allows Users to perform maintenance functions. Users can click on the quick links to launch the respective option.

In addition to the Quick Links, the User can also view **Activity Log**.

Administrator Maker

Welcome, VERN BUTTERFIELD

Last login 09 Feb 01:13 PM

Quick Links

Onboarding

User Management

Approvals

Workflow Management

Account Access

User Account Access

File Upload

User File Identifier Mapping

Customer Preferences

Customer Preferences

Rules Management

Rules Management

Activity Log (2)

Customer Maintenances 2

Administrative Maintenance 0

Payee and Biller 0

Date	Description	Party Name	Reference Number	Status
09 Feb 2:14 PM	Create User	FULL-NAME-20	0902CEF778C2	Processed
09 Feb 2:10 PM	Create User	FULL-NAME-20	090244416F8E	Processed

Page 1 of 1 (1-2 of 2 items)

1

Figure 1.1.1

- **Customer Maintenance Log:** the activities performed on corporate Users. The following fields are onscreen:
 - *Date* – Date of the maintenance.
 - *Description* – Description of the maintenance.
 - *Party Name*
 - *Reference Number*
 - *Status*
- **Administrative Maintenance Log:** other activities performed. The following fields are onscreen:
 - *Date* – Date of the maintenance.
 - *Description* – Description of the maintenance performed.
 - *Reference Number*
 - *Status*

Activity Log (2) 🔍				
Customer Maintenances 2		Administrative Maintenance 0		Payee and Biller 0
Date	Description	Party Name	Reference Number	Status
09 Feb 2:14 PM	Create User	FULL-NAME-20	0902CEF778C2	✓ Processed
09 Feb 2:10 PM	Create User	FULL-NAME-20	090244416F8E	✓ Processed
Page 1 of 1 (1-2 of 2 items) ⏪ < 1 > ⏩				

Figure 1.1.2

1.2 Corporate Administrator Approver Dashboard

The Corporate Administrator Approver role allows Users to authorise maintenance functions. The pending authorisations for maintenances are in two sections. Click on the section for a list of the maintenances to be authorised.

- **Party Maintenance** – maintenance performed on party details.
- **Administrative Maintenance** – other system activities performed.

Pending for Approval (5)

Party Maintenance	Administrative Maintenance	Payee and Biller		
5	0	0		
Date	Description	Party Name	Initiated By	Status
10 Feb 2:07 PM	Update Approval Rules	FULL-NAME-20	VERN BUTTERFIELD	100295A000E6 Initiated
10 Feb 1:54 PM	Create Approval Rules	FULL-NAME-20	VERN BUTTERFIELD	10029BA4D1BB Initiated
10 Feb 1:32 PM	Update Workflow	FULL-NAME-20	VERN BUTTERFIELD	1002F4847765 Initiated
10 Feb 12:33 PM	Update User Account Access	FULL-NAME-20	VERN BUTTERFIELD	1002806DFCFB Initiated
10 Feb 12:32 PM	Create Corporate User Linkage Account Transaction Mapping	FULL-NAME-20	VERN BUTTERFIELD	1002F43182EA Initiated

Page 1 of 1 (1-5 of 5 items)

Quick Links

- Onboarding: User Management, Customer Preferences
- Approvals: Workflow Management, Rules Management
- Account Access: User Account Access
- File Upload: User File Identifier Mapping

My Approved List (6)

Customer Maintenances	Administrative Maintenance	Payee and Biller		
6	0	0		
Date	Description	Party Name	Reference Number	Status
10 Feb 1:22 PM	Create Workflow	FULL-NAME-20	100239A53C39	Processed
10 Feb 1:08 PM	Update User Group	FULL-NAME-20	1002474A5B46	Processed
10 Feb 12:49 PM	Update User Group	FULL-NAME-20	10026706A635	Processed
10 Feb 12:36 PM	Update User Account Access	FULL-NAME-20	10027AFCD9E4	Processed
10 Feb 12:09 PM	Update User Account Access	FULL-NAME-20	10024FA1C67C	Processed

Figure 1.2.1

2. User Management

This section explains the steps to onboard and manage Butterfield Online User access.

The User Management option will allow a Corporate Administrator access to search and administer (i.e., Modify, Lock or Unlock, reset Password, Create User, etc.) Corporate Users associated with their particular online structure.

2.1 Create a Corporate User

1. To process a User creation request, click **User Management** under **Onboarding** on the **Dashboard**.

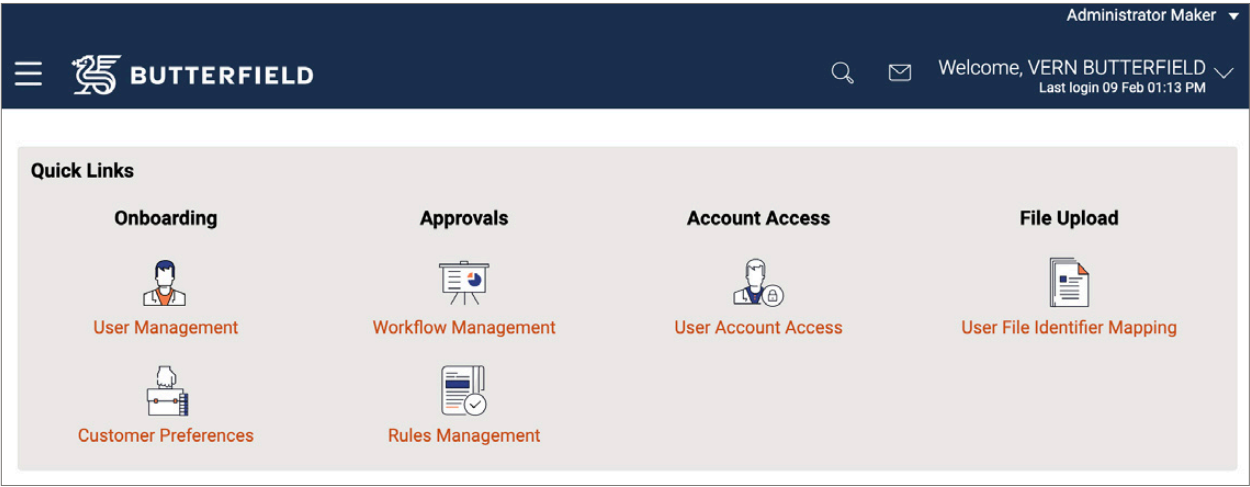


Figure 2.1.1

2. Click on **Create**.

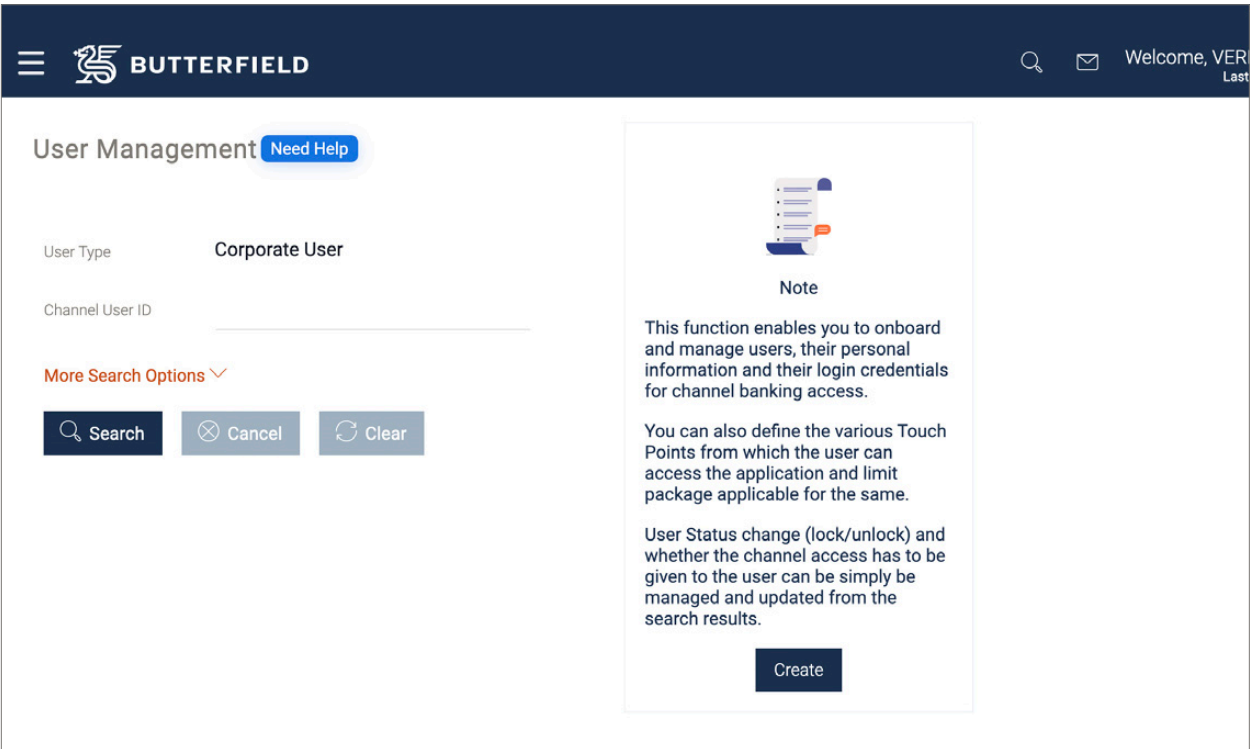
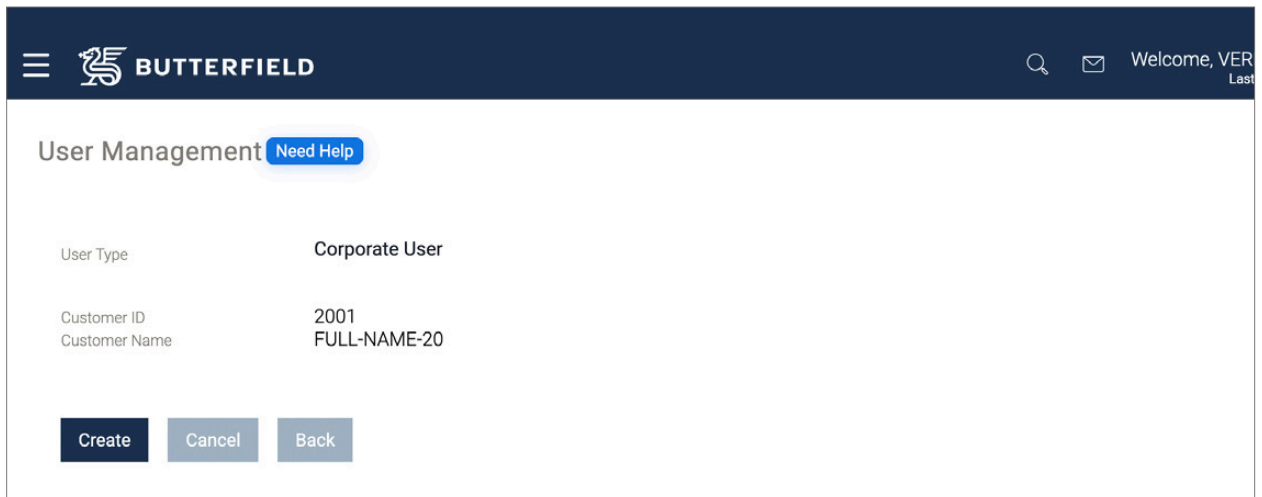


Figure 2.1.2

3. A screen appears with a *User Type*, a *Customer ID* and *Customer Name* field. Click **Create**.



Butterfield

User Management [Need Help](#)

User Type Corporate User

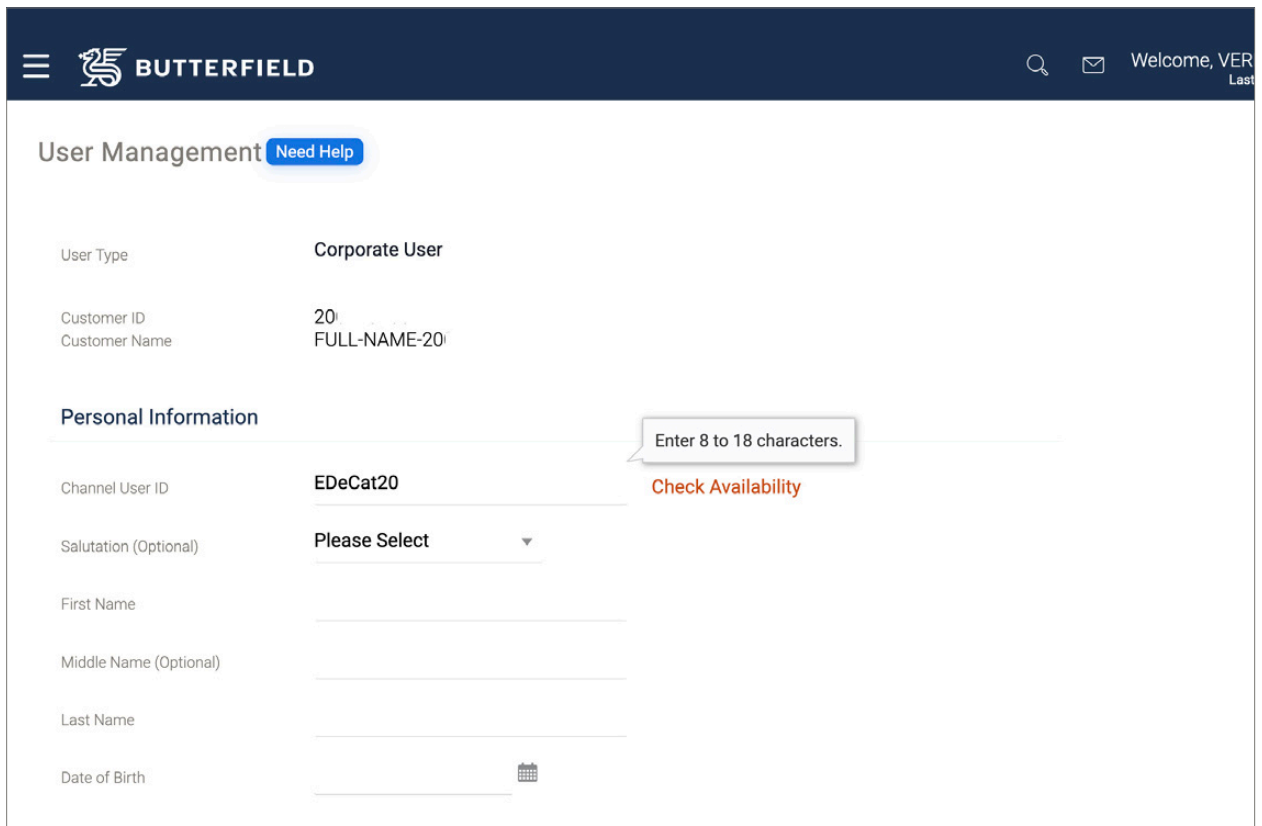
Customer ID 2001

Customer Name FULL-NAME-20

Create Cancel Back

Figure 2.1.3

4. The **Personal Information**, **Contact Details**, **Limit and Roles**, and **Status** section display.
5. Enter a *Channel User ID* and click on **Check Availability** to check if its available.



Butterfield

User Management [Need Help](#)

User Type Corporate User

Customer ID 20

Customer Name FULL-NAME-20

Personal Information

Channel User ID EDeCat20

Salutation (Optional) Please Select

First Name

Middle Name (Optional)

Last Name

Date of Birth

Enter 8 to 18 characters.

Check Availability

Figure 2.1.4

6. Enter the following details in the **Personal Information** section:
 - a. *Salutation* – select the *Title* from the dropdown list (optional).
 - b. *First Name* – enter the User's *First Name*.
 - c. *Middle Name* – enter the User's *Middle Name* (optional).
 - d. *Last Name* – enter the User's *Last Name*.
 - e. *Date of Birth* – enter User's *Date of Birth* in DD MMM YYYY format or select date of birth from the calendar by clicking on the **Calendar** icon (📅).

Personal Information


Channel User ID	EDeCat20	Available
Salutation (Optional)	Mr	
First Name	Edwin	
Middle Name (Optional)	M	
Last Name	DeCat	
Date of Birth	01 Jan 1999	

Figure 2.1.5

7. Enter the following details in the **Contact Details** section:
 - a. *Email ID* – enter User's *Email ID*.
 - b. *Mobile Number* – enter the User's mobile number in the *Contact Number (Mobile)* with the country code e.g. +4418887777.
 - c. *Landline Number* – enter the User's landline number in the *Contact Number (Landline)* with the country code, but this is an optional field.
 - d. *Address* – enter the User's address in fields Address Line 1 to Address Line 4.
 - e. *Country* – select the *Country* where the User resides.
 - f. *City* – enter the *City* where the User resides.
 - g. *Zip Code* – enter the User's *Postal Code*.

Contact Details

Email ID	12345@xxxxxxxxx.com
Contact Number (Mobile)	1441000000
Contact Number (Landline)	1441222333
(Optional)	
Address Line 1	PO Box 000
Address Line 2 (Optional)	
Address Line 3	Hamilton
Address Line 4	
Country	Bermuda
City	Hamilton
Zip Code	000000

Figure 2.1.6

8. Enter if the role should be disabled or enabled for AOBO (Act on Behalf of) in the **Status** section. AOBO should be enabled if the User will need to manage multiple client relationships.
9. Enter how One Time Passcode (OTP) are to be received, email or via mobile (Push Notification) in the **Actimize Preferences** section.

Status

AOBO User

☐

AOBO Role

Disabled

Actimize Preferences

Login OTP

☐ OTP on Email
 ☒ OTP on Push Notification

Transaction OTP

☐ OTP on Email
 ☒ OTP on Push Notification

Figure 2.1.7

10. Enter the following details in the **Limit & Roles** section:
 - a. If a transaction limit package is to map to the User, select **Limit** to map transaction limit package to the User. Limits will default to what has been set at the client level by the Bank and will automatically be assigned to the User being created.
 - b. Select the application *Roles* to assign appropriate access to the User by checking the *Roles* displayed.

Limits & Roles

User Groups

ALL_CA_OF_2001 x

Limit

Touch Points / Group	Package		Actions
Internet	Please select Limit Package	▼	↺
Mobile Application	Please select Limit Package	▼	↺
Mobile (Responsive)	Please select Limit Package	▼	↺
Global	Please select Limit Package	▼	↺

Roles

☐ CorporateAdminChecker
 ☒ Checker
 ☒ Viewer
 ☐ CorporateAdminMaker
 ☒ Maker
 ☐ BNTB_CORPMAKER_INTERNAL
 ☐ BNTB_CORPMAKER_DOMESTIC
 ☐ BNTB_CORPMAKER_WIRE
 ☐ BNTB_CORPMAKER_PAYROLL
 ☐ BNTB_CORPMAKER_STATEMENT
 ☐ BNTB_CORPMAKER_INVESTMENT

Touch Points

Figure 2.1.8

11. Select **Touch Points**, i.e., *Mobile Application*, *Internet* or *Mobile (Responsive)*.
12. Click on **Save**, a confirmation screen appears.
13. After clicking **Confirm**, the system displays the success message.

Touch Points

Select Touch Points

☐ Mobile Application
 ☒ Internet
 ☐ Mobile (Responsive)

Figure 2.1.9

User Management [Need Help](#)

Review

You Initiated a request for creating the user. Please review details before you confirm!

User Type

Corporate User

Customer ID

20

Customer Name

FULL-NAME-20

Personal Information

Channel User ID

EDeCat20

Salutation (Optional)

Mr

First Name

Edwin

Middle Name (Optional)

M

Last Name

DeCat

Date of Birth

01 Jan 9999

Contact Details

Email ID

12345@xxxxxxxxx.

Contact Number (Mobile)

14410000000

Contact Number (Landline)(Optional)

1441222333

Address Line 1

PO Box 000

Address Line 2 (Optional)

Address Line 3

Hamilton

Address Line 4

Country

Bermuda

City

Hamilton

Zip Code

000000

Limits & Roles

User Groups

ALL_CA_OF_2001

Limit

No Limit attached to the user

Roles

☐ CorporateAdminChecker
 ☒ Check
 ☐ BNTB_CORPMAKER_INTERNAL
 ☐ BNTB_CORPMAKER_PAYROLL

Status

AOBO User

☒ AOBO Role Enabled

Actimize Preferences

Login OTP

☐ OTP on Email
 ☒ OTP on Push Notif

Transaction OTP

☐ OTP on Email
 ☒ OTP on Push Notif

Touch Points

Selected Touch Points

☐ Mobile Application
 ☒ Internet

Figure 2.1.10

3. Lock/Unlock Users

This section explains the steps for the Corporate Administrator to lock or unlock a Butterfield Online Corporate User.

Users can be locked:

- Manually by a Corporate Administrator.
- Automatically by the system if the User enters his/her password incorrectly three (3) times consecutively while attempting to log in.

3.1 Search for a User

1. To search for a User creation, click **User Management** under **Onboarding** on the **Dashboard**.

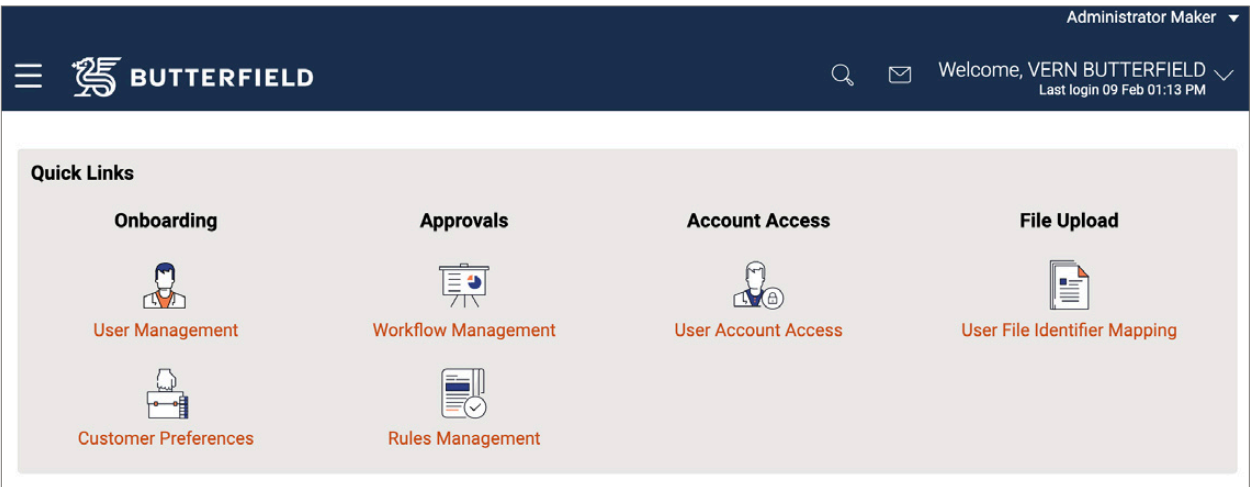


Figure 3.1.1

2. If the User ID is known, enter the same in the *Channel User ID* field.
3. If the User ID is not known, click on **More Search Options** to bring up additional search fields.

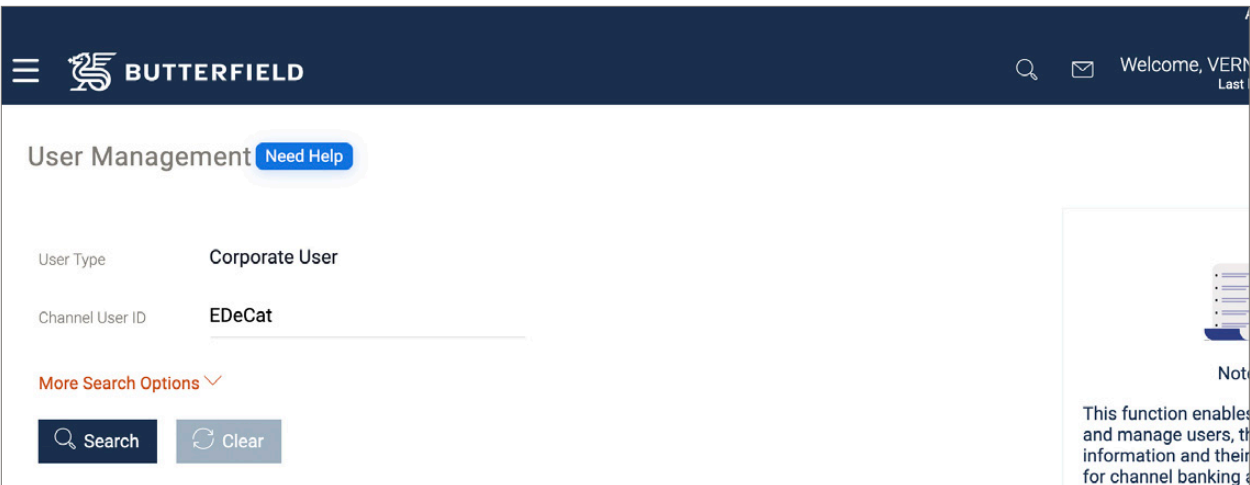


Figure 3.1.2

4. Enter at least one of the following fields to search for a User:
 - a. *Channel User ID* – enter a part of or the complete User ID to search on the *Channel User ID* field, e.g., to search for User names with Test enter Test.
 - b. *First Name* – enter a part of or the complete first name.
 - c. *Last Name* – enter a part of or the complete last name.
 - d. *Email* – enter a part of or the complete email address.
 - e. *Mobile Number* – enter a part of or the complete mobile number.
5. Click **Search**, the system will display matches under the Search screen.
6. Scroll down to see the search results.

User Management [Need Help](#)

User Type: **Corporate User**

Channel User ID:

First Name:

Last Name:

Email:

Mobile Number:

[Less Search Options](#) ^

Note

This function enables you to onboard and manage users, their personal information and their login credentials for channel banking access.

You can also define the various Touch Points from which the user can access the application and limit package applicable for the same.

User Status change (lock/unlock) and whether the channel access has to be given to the user can be simply be managed and updated from the search results.

Figure 3.1.3

7. Each User's *Status* (Locked or Unlocked) displays in the search results.

BUTTERFIELD

Welcome, VER
Last

User Management

Need Help

User Type

Corporate User

Channel User ID

EDeCat

More Search Options

Search

Clear

Search Results

Full Name	Channel User ID	Email / Mobile Phone	Status	User Access
Edwin DeCat	edecat20	12345@xxxxxxxxx.com 14410000000	Unlocked	Active

Page 1 of 1 (1 of 1 items)

<

1

>

Cancel

Not

This function enable and manage users, t information and their for channel banking

You can also define Points from which th access the applicati package applicable t

User Status change whether the channel given to the user can managed and update search results.

Cre

Figure 3.1.4

3.2 Lock a User

1. Select the **Pencil** icon (✎) under the Status column for the User to be lock or unlock.
2. To lock a User, move the slider (○) for User Status, to the right. Select a *Reason* for the change from the dropdown.

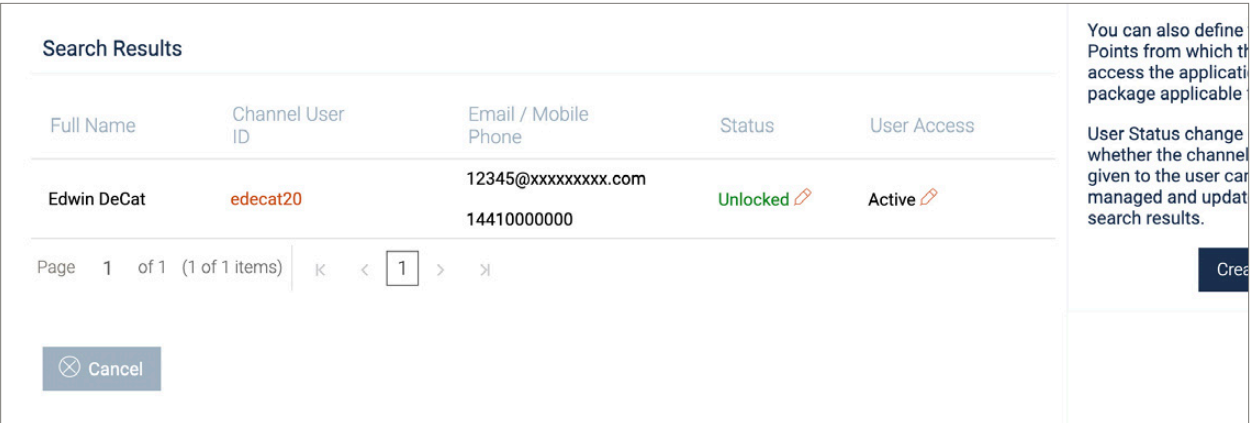


Figure 3.2.1

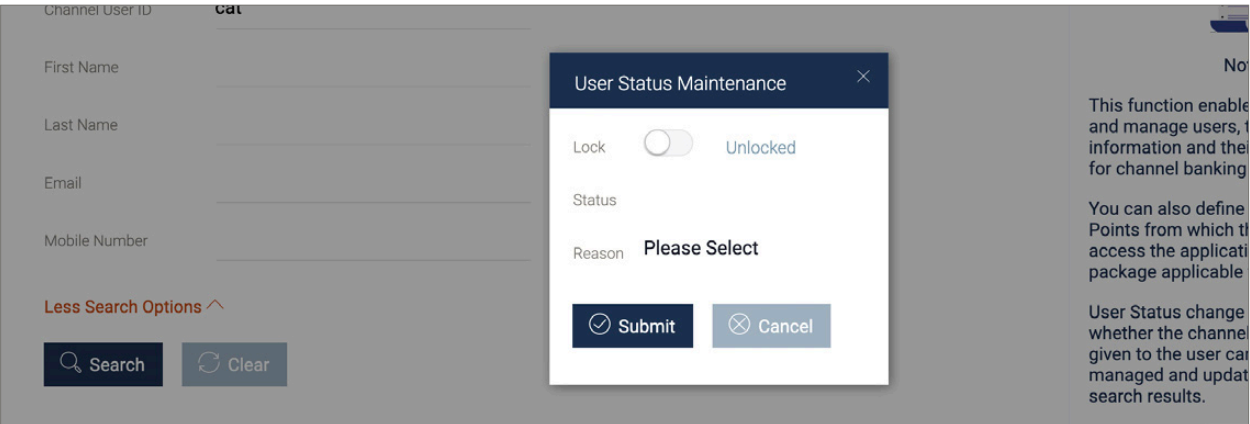


Figure 3.2.2

3. The status of the User will change to Locked with the slider in blue (●).
4. Click on **Submit** to lock the User.

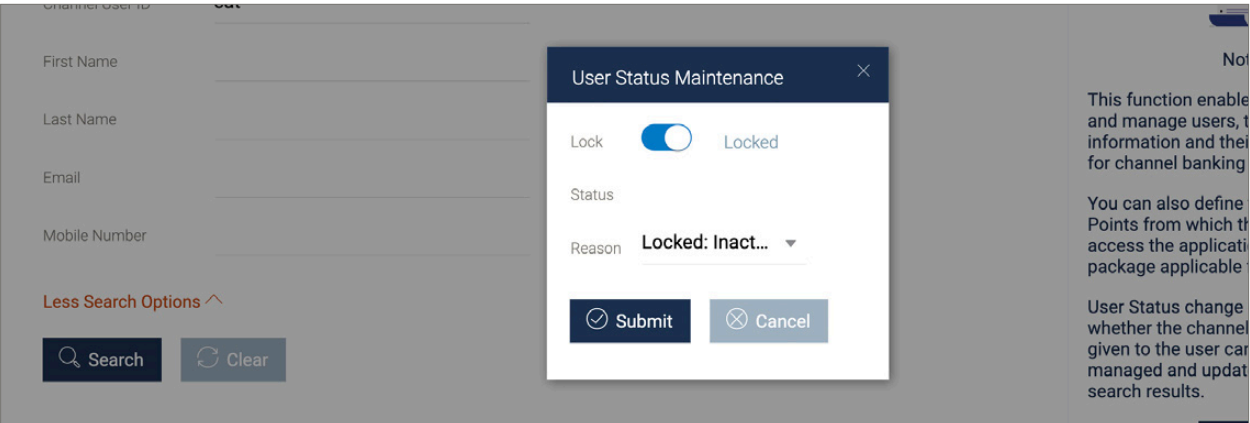


Figure 3.2.3

- Review the details on the screen and click **Confirm**.
- The confirmation screen appears; click **OK** to complete the transaction.

Review

You Initiated a request for updating the lock status for the user. Please review details before you confirm!

Full Name	Edwin DeCat
Email	12345@xxxxxxxxx.com
Mobile Number	14410000000
Customer ID	20
Lock Status	<input checked="" type="checkbox"/> Locked
Reason	Locked: Inactivity



Confirm **Cancel**





Figure 3.2.4

3.3 Unlock a User

- To unlock a User, move the slider () on *Status* to the left.

Search Results

Full Name	Channel User ID	Email / Mobile Phone	Status	User Access
Edwin DeCat	edecat20	12345@xxxxxxxxx.com 14410000000	Locked 	Active 

Page 1 of 1 (1 of 1 items)   **1**  


Cancel

You can also define the Points from which the user can access the application package applicable for the user.

User Status change (Whether the channel assigned to the user can be managed and updated in the search results.)

Create

Figure 3.3.1

2. The status of the User will change to Unlocked with the slide to the left ().
3. Click on **Submit** to unlock the User.

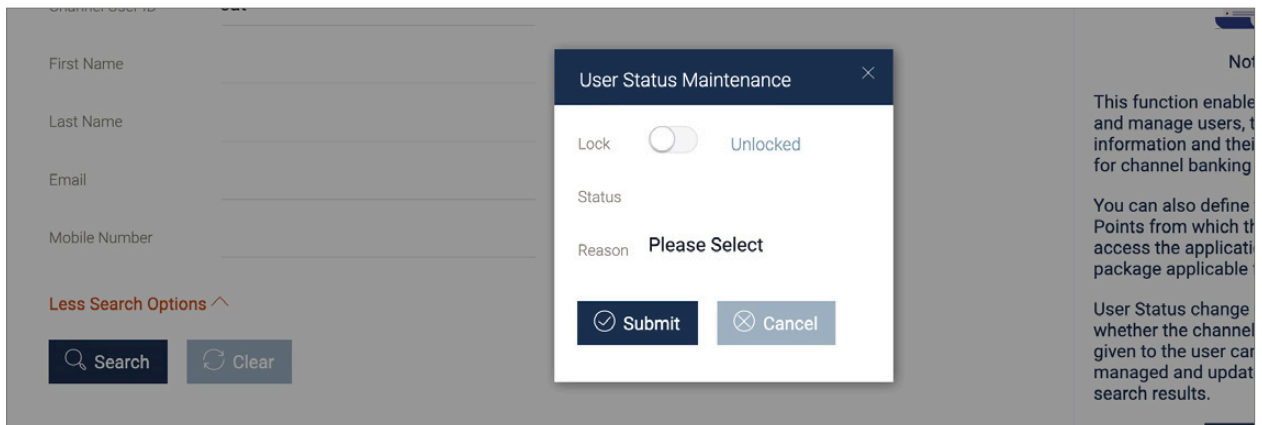


Figure 3.3.2

4. Click on **Confirm** to complete the operation.
5. The confirmation screen appears; click **OK** to complete the transaction.

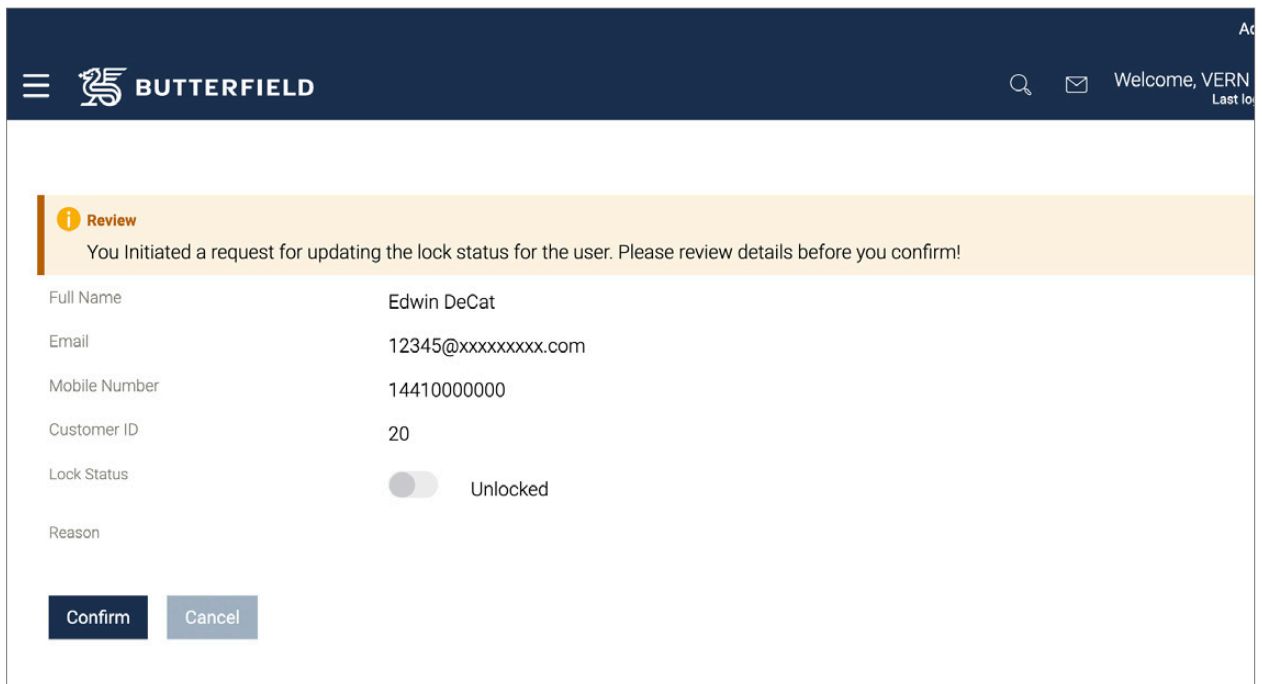


Figure 3.3.3

4. Reset User Password

This section explains the steps a Corporate Administrator must follow to reset a User's password and view User's details.

4.1 Reset Password

1. To process a password reset request, click **User Management** under **Onboarding** on the **Dashboard**.

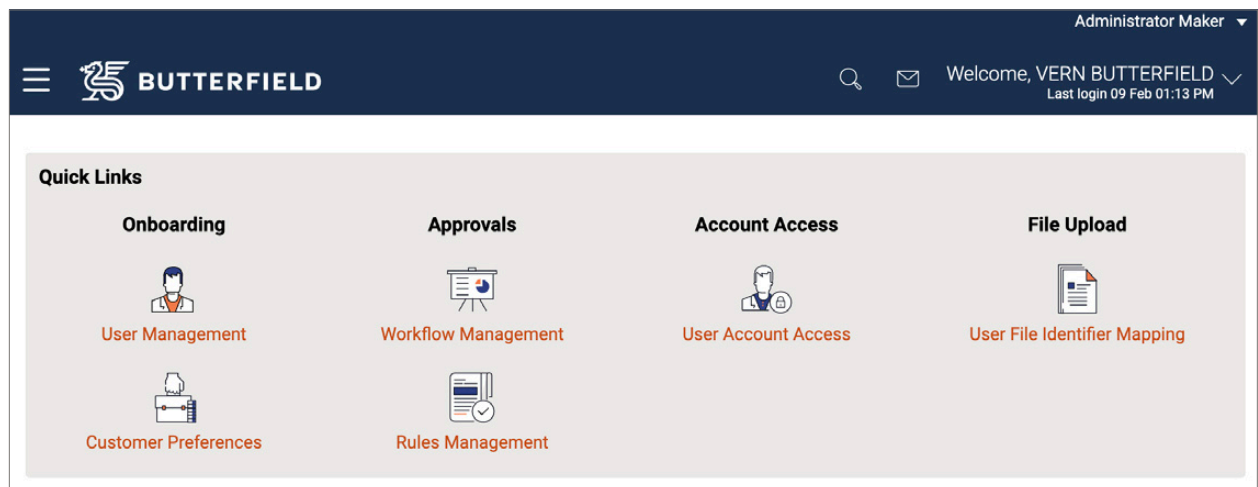


Figure 4.1.1

2. If the User ID is known, enter the same in the *Channel User ID* field.
3. If the User ID is not known, click on **More Search Options** to bring up additional search fields.

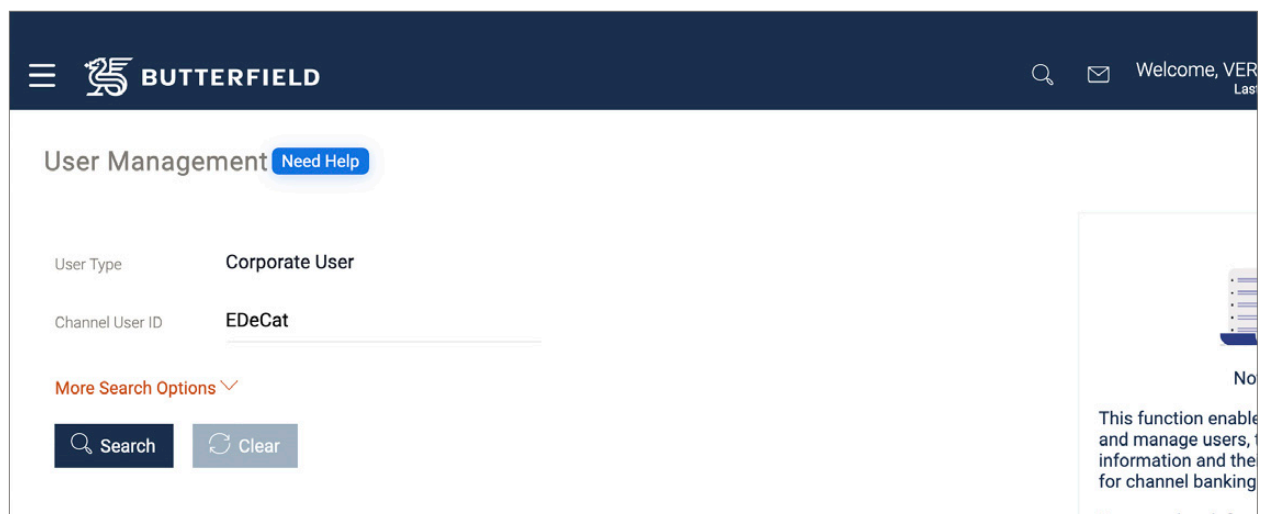


Figure 4.1.2

4. Enter at least one of the following fields to search for a User:
 - a. *Channel User ID* – enter a part of or the complete User ID to search on the *Channel User ID* field, e.g., to search for User names with Test enter Test.
 - a. *First Name* – enter a part of or the complete first name.
 - b. *Last Name* – enter a part of or the complete last name.
 - c. *Email* – enter a part of or the complete email address.
 - d. *Mobile Number* – enter a part of or the complete mobile number.
5. Click **Search**, the system will display matches under the Search screen.

Figure 4.1.3

6. Scroll down to see the search results.
7. Select the *Channel User ID*.

Full Name	Channel User ID	Email / Mobile Phone	Status	User Access
Edwin DeCat	edecat20	12345@xxxxxxxxx.com 14410000000	Unlocked	Active

Figure 4.1.4

8. The User Management screen for the selected User will display.
9. Scroll down to the bottom of the screen and click on **Reset Password**.

User Management

User Type

Corporate User

Customer ID

20

Customer Name

FULL-NAME-2001

Personal Information

Channel User ID

edecat20

Salutation (Optional)

Mr

First Name

Edwin

Middle Name (Optional)

M

Last Name

DeCat

Date of Birth

01 Jan 9999

Contact Details

Email ID

12345@xxxxxxxxxx.c

Contact Number (Mobile)

14410000000

Contact Number (Landline) (Optional)

1441222333

Address Line 1

PO Box 000

Address Line 2 (Optional)

Address Line 3

Hamilton

Address Line 4

Country

Bermuda

City

Hamilton

Zip Code

000000

Limits & Roles

User Groups

ALL_CA_OF_20
ALL_CU_OF_20

Limit

No Limit attached to the user

Roles

☐ CorporateAdminChecker
 ☒ Checker
 ☐ BNTB_CORPMAKER_INTERNAL
 ☐ BNTB_CORPMAKER_PAYROLL

Touch Points

Selected Touch Points

☒ Internet
 ☐ Mobile Application

Status

AOBO User

☐ AOBO Role Enabled
 ☒ AOBO Role Disabled

Actimize Preferences

Login OTP

☐ OTP on Email
 ☒ OTP on Push Notification

Transaction OTP

☐ OTP on Email
 ☒ OTP on Push Notification

Device Registration

Android Devices

☐

iOS Devices

☐

Push Notification

Android Devices

☐

iOS Devices

☐

Edit

Copy

Reset Password

Cancel

Back

Figure 4.1.5

10. Click on **Yes** to reset the password or **No** to cancel the operation.
11. If administrator clicks **Yes**, a Reset Password confirmation screen appears.
12. The email address noted on the User's Online Profile will receive the new password.

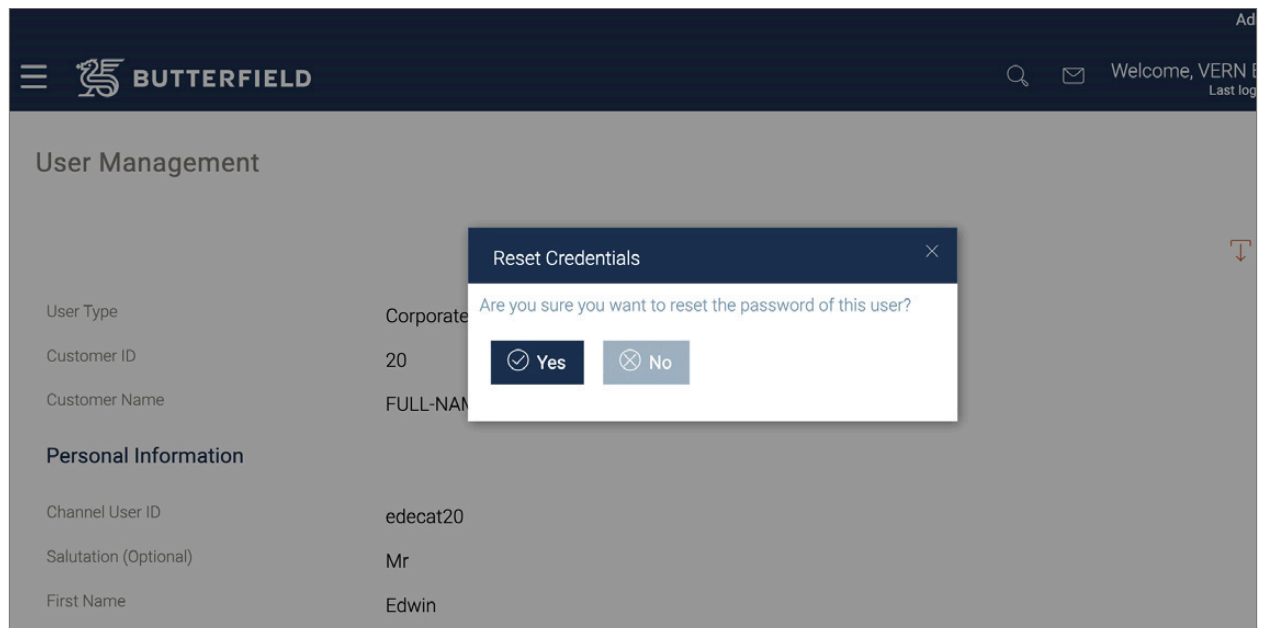


Figure 4.1.6

5. User Account Access

This section explains the steps to set account and transaction access for a User(s) of the corporate client as well as, mapping, search, edit and deletion of User Account Access. This option will allow a Corporate Administrator to assign account access or remove account access for primary and secondary accounts at a client level. This will also allow access for accounts to be mapped at a Corporate User level or remove access for accounts to be mapped at a Corporate User level.

5.1 Map User Account Access

1. To process a User account access mapping request, click **User Account Access** under **Account Access** on the **Dashboard**.

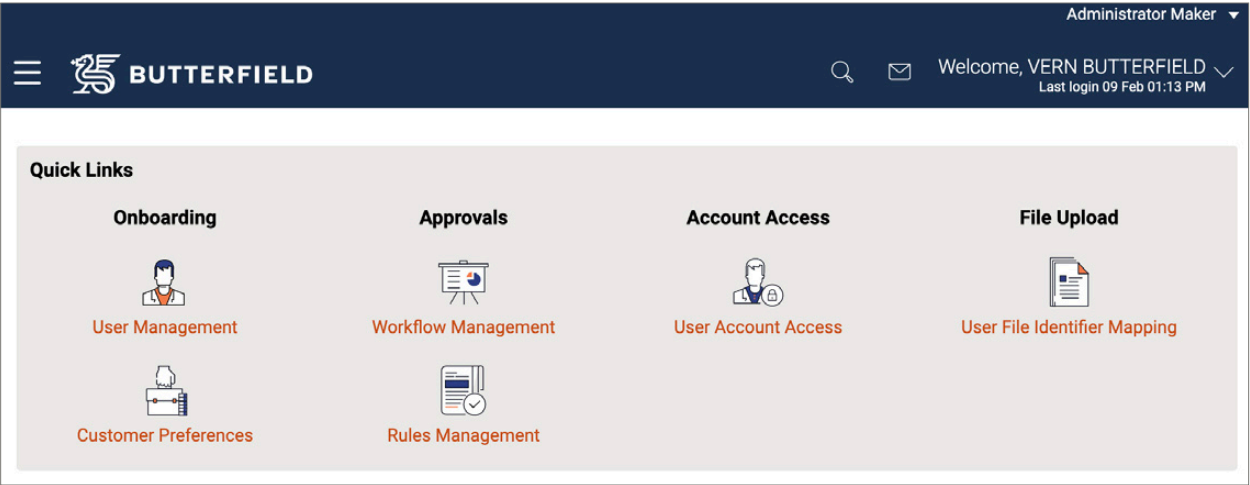


Figure 5.1.1

2. A list of Users mapped to the Customer ID will display with the following:
 - a. Initials of the User.
 - b. User Name (User ID).
 - c. Full Name.
3. Click on the desired *User Name*; the Account Access Summary screen appears.
4. Click **Search**.

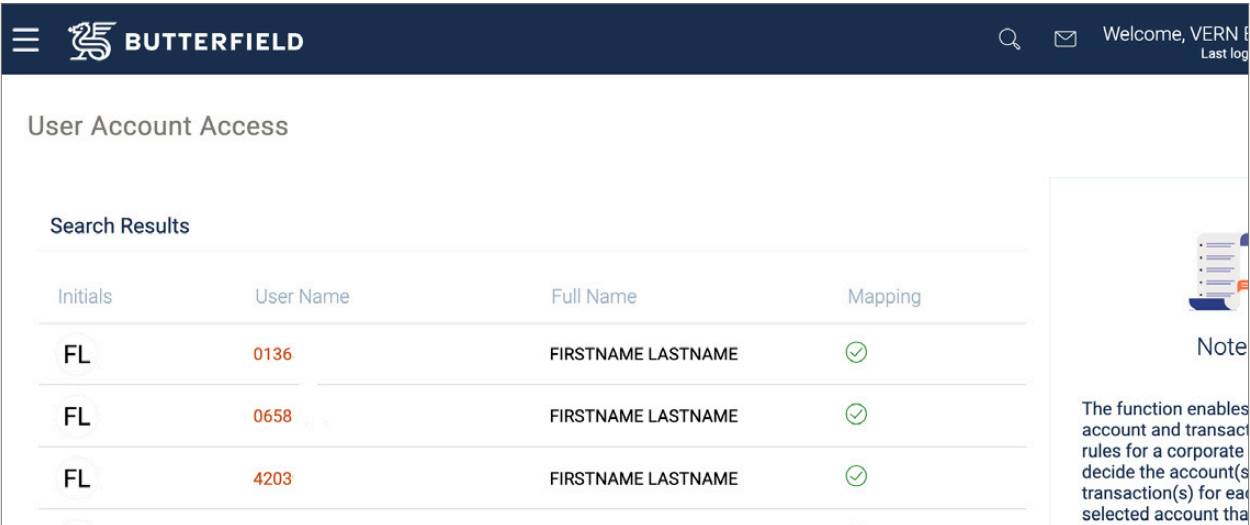


Figure 5.1.2

Welcome, VERN F
Last log

User Account Access

Customer ID
Customer Name
User ID
User Name
Secondary Customer

20
FULL-NAME-20
c20
Claire
FULL-NAME-20

Search

Cancel

Note

The function enables you to set up account and transaction access rules for a corporate user. You can decide the account(s) along with transaction(s) for each of the selected account that the

Figure 5.1.3

- Click **Map** to Map User Account Access or click **Cancel** to navigate to the previous screen.

User Account Access

Customer ID
Customer Name
User ID
User Name
Secondary Customer

20
FULL-NAME-20
c20
Claire
FULL-NAME-20

Search

Primary Customer Account Mapping

No Accounts mapped to the user

Map

Secondary Customer Account Mapping

20 **FULL-NAME-20**

No Accounts mapped to the user for this linked customer




Map

Cancel

The acc for the tra acc to l par any def

Figure 5.1.4

- All the accounts mapped to the Client on the User Account Access screen display in respective categories, i.e., Chequing and Savings, Fixed Deposits and Loans.
- Navigate to the specific category tab, via Chequing and Savings, Fixed Deposits, Loans, etc.

User Account Access

Customer ID

20

Customer Name

FULL-NAME-20

User ID

c20

User Name

Claire

Account Mapping

Chequing and Savings

Fixed Deposits

Loans

Credit Cards



Investments

☐ Apply Customer Level Changes Automatically



☐ Map All Accounts

	Account Number	Currency	Product Name
<input type="checkbox"/>	1100	BMD	REGULAR CHEQUING
<input type="checkbox"/>	4100	USD	REGULAR CHEQUING
<input type="checkbox"/>	8100	USD	REGULAR CHEQUING
<input type="checkbox"/>	1100	USD	REGULAR CHEQUING
<input type="checkbox"/>	0059	USD	CORPORATE REGULAR CHEQUING
<input type="checkbox"/>	0026	USD	CALL DEPOSIT ACCOUNT - CORPORATE

Page 1 of 1 (1-6 of 6 items)

1

Account Mapping for Chequing and Savings, Term Deposit, Loans, Credit Cards, Investments can be viewed by visiting the respective Account

→ Next

← Back

Cancel

Figure 5.1.5

8. Select *Apply Customer Level Changes Automatically* to automatically apply changes made at the Client level to the User account access.
9. Select global check box *Map All Accounts* to enable all the existing accounts under the selected category for channel banking. Click **Next**. OR
10. If the User requires specific account access, select the check boxes preceding the Account Number. Click **Next**.

Butterfield

User Account Access

Customer ID: 20
 Customer Name: FULL-NAME-20
 User ID: c20
 User Name: Claire

Account Mapping

Chequing and Savings Fixed Deposits Loans

☒ Apply Customer Level Changes Automatically
☒ Map All Accounts

	Account Number	Currency
<input checked="" type="checkbox"/>	1100	BMD
<input checked="" type="checkbox"/>	4100	USD
<input checked="" type="checkbox"/>	8100	USD
<input checked="" type="checkbox"/>	1100	USD
<input checked="" type="checkbox"/>	0059	USD
<input checked="" type="checkbox"/>	0026	USD

Page 1 of 1 (1-6 of 6 items) | < > 1 >

Account Mapping for Chequing and Savings, Term Deposit

Next **Back** **Cancel**

Figure 5.1.6

Butterfield

User Account Access

Customer ID: 20
 Customer Name: FULL-NAME-20
 User ID: c20
 User Name: Claire

Account Mapping

Chequing and Savings Fixed Deposits Loans Credit Cards

☒ Apply Customer Level Changes Automatically
☐ Map All Accounts

	Account Number	Currency
<input checked="" type="checkbox"/>	1100	BMD
<input type="checkbox"/>	4100	USD
<input checked="" type="checkbox"/>	8100	USD
<input checked="" type="checkbox"/>	1100	USD
<input type="checkbox"/>	0059	USD
<input type="checkbox"/>	0026	USD

Page 1 of 1 (1-6 of 6 items) | < > 1 >

Account Mapping for Chequing and Savings, Term Deposit, Loans, Credit Cards

Next **Back** **Cancel**

Figure 5.1.7

11. The Review screen appears showing **Mapping Status**. Click **Save** to submit the request.

BUTTERFIELD
 Q
✉
 Welcome, VER

Last

User Account Access

Customer ID

20

Customer Name

FULL-NAME-20

User ID

c20

User Name

Claire

Chequing and Savings

Fixed Deposits

Loans

Credit Cards

Investments

☐ Map All Transactions to All Accounts

Account Number	Currency	Product Name	Account Status	Mapping Status
<input checked="" type="checkbox"/> 1100	BMD	REGULAR CHEQUING	ACTIVE	Mapped
<input checked="" type="checkbox"/> 4100	USD	REGULAR CHEQUING	ACTIVE	Mapped
<input checked="" type="checkbox"/> 8100	USD	REGULAR CHEQUING	ACTIVE	Mapped
<input checked="" type="checkbox"/> 1100	USD	REGULAR CHEQUING	ACTIVE	Mapped
<input checked="" type="checkbox"/> 0026	USD	CALL DEPOSIT ACCOUNT - CORPORATE	DORMANT	Mapped
<input checked="" type="checkbox"/> 0059	USD	CORPORATE REGULAR CHEQUING	ACTIVE	Mapped

Page 1 of 1 (1-6 of 6 items)

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Transaction Mapping for each of the accounts can be viewed by visiting the respective Account Type tabs

✓ Save

✕ Cancel

← Back

Figure 5.1.8

12. The Review screen appears. Click **Confirm** to submit the request.
13. The Confirm screen displays with status as *"Pending for approval"* because authorisation is necessary.

BUTTERFIELD

User Account Access

Review

You have initiated a request for maintaining User Account Access. Please review details before you confirm!

Customer ID

20

Customer Name

FULL-NAME-20

User ID

c20

User Name

Claire

Transaction Mapping

Chequing and Savings

Fixed Deposits

Loans

Credit Cards

Investments

☒ Apply Customer Level Changes Automatically

☐ Map All Transactions to All Accounts

Account Number	Currency	Product Name	Account Status
<input checked="" type="checkbox"/> 4100	USD	REGULAR CHEQUING	ACTIVE
<input checked="" type="checkbox"/> 8100	USD	REGULAR CHEQUING	ACTIVE
<input checked="" type="checkbox"/> 1100	USD	REGULAR CHEQUING	ACTIVE
<input checked="" type="checkbox"/> 1100	BMD	REGULAR CHEQUING	ACTIVE
<input checked="" type="checkbox"/> 0026	USD	CALL DEPOSIT ACCOUNT - CORPORATE	DORMANT
<input checked="" type="checkbox"/> 0059	USD	CORPORATE REGULAR CHEQUING	ACTIVE

Page 1 of 1 (1-6 of 6 items)

1

Confirm

Cancel

Back

Figure 5.1.9

Confirmation

Maintenance submitted for approval.

Reference Number

100251F8B5FB

Status

Pending for Approval

Ok

Figure 5.1.10

14. On the **Approver Dashboard**, scroll to the **Pending for Approval** section.

Please note that the Corporate Administrator Maker will not be able to approve transactions initiated by them. Approvals will need to be handled by another Corporate Administrator with access to the same Customer ID.

15. Click the [Reference Number](#) link to view, approve, or reject the transaction.

The screenshot displays the Butterfield Approver Dashboard. At the top, the Butterfield logo is on the left, and the user's name 'Administrator Approver' and a welcome message 'Welcome, VERN BUTTERFIELD' are on the right. The main section is titled 'Pending for Approval (2)'. It contains a table with two tabs: 'Party Maintenance' (2 items) and 'Administrative Maintenance' (0 items). The table has columns for Date, Description, Party Name, Initiated By, Reference Number, and Status. Two items are listed, both initiated by 'VERN BUTTERFIELD' with status 'Initiated'. Below the table is a pagination bar showing 'Page 1 of 1 (1-2 of 2 items)'. A 'Quick Links' section follows, with icons and labels for Onboarding (User Management, Customer Preferences), Approvals (Workflow Management, Rules Management), Account Access (User Account Access), and File Upload (User File Identifier Mapping). The bottom section is 'My Approved List (0)', which is currently empty. A search icon is in the top right of this section. A red question mark icon is in the bottom right corner of the dashboard area.

Date	Description	Party Name	Initiated By	Reference Number	Status
10 Feb 12:09 PM	Update User Account Access	FULL-NAME-2	VERN BUTTERFIELD	10024FA1C67C	Initiated
10 Feb 12:04 PM	Update User Account Access	FULL-NAME-2	VERN BUTTERFIELD	100251F8B5FB	Initiated

Figure 5.1.11

16. Click **Approve** to approve or **Reject** to reject the transaction.

The screenshot shows the Butterfield User Account Access interface. At the top is a dark blue header with the Butterfield logo and a hamburger menu icon. Below the header, the title "User Account Access" is displayed. There are two tabs: "Approve" (active) and "Reject". Below the tabs, a form displays the following information:

Customer ID	20
Customer Name	FULL-NAME-20
User ID	c20
User Name	Claire

Below this form is a section titled "Transaction Mapping". It contains five tabs: "Chequing and Savings" (active), "Fixed Deposits", "Loans", "Credit Cards", and "Investments". At the bottom of this section, there is a checkbox labeled "Apply Customer Level Changes Automatically" which is checked.

Figure 5.1.12

17. Enter remarks, if any. Click **Approve** to approve the payment transaction or click **Cancel** to go back to the previous screen.

18. The Confirm screen appears with a success message along with Reference Number.

The screenshot shows a modal dialog box titled "Approval Comment" with a close button (X) in the top right corner. The dialog has a text input field labeled "Remarks (Optional)" containing the text "Approved by SAC". Below the input field are two buttons: "Approve" and "Cancel". The background of the screen is dimmed, showing the same "User Account Access" interface as in Figure 5.1.12, but the "Approve" button is now disabled. The "Mapping" section is visible, showing the "Savings" tab selected. The "Mapping Status" is displayed on the right side of the screen.

Figure 5.1.13

5.2 Edit and Delete User Account Access Mapping

1. Click the *User Name* to access the Account Access summary section to view or edit the mapping. Check mark (✓) indicates mapping is complete for the User.

BUTTERFIELD

6

User Account Access

Search Results

Initials	User Name	Full Name	Mapping
FL	0136	FIRSTNAME LASTNAME	✓
FL	0658	FIRSTNAME LASTNAME	✓
FL	4203	FIRSTNAME LASTNAME	✓
FL	5422	FIRSTNAME LASTNAME	✓

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any) wil

Figure 5.2.1

2. Click **Search**.

Customer ID

Customer Name

User ID

User Name

Secondary Customer

20

FULL-NAME-20

01

FIRSTNAME LASTNAME

FULL-NAME-20

Search


Cancel


Note

The function enables you to set up account and transaction access rules for a corporate user. You can decide the account(s) along with transaction(s) for each of the selected account that the corporate user needs to be provided access. Accounts of the parent as well as of the linked party (if any) will be available for access definition.

Figure 5.2.2

3. Click **Account Type** to view the respective mapping detail.

 BUTTERFIELD



User Account Access

Customer ID

Customer Name

User ID

User Name

Secondary Customer


20

FULL-NAME-20

01

FIRSTNAME LASTNAME

FULL-NAME-20

 Search

Primary Customer Account Mapping

Account Type	Total Number of Accounts	Number of Accounts Mapped
Chequing and Savings	6	4
Fixed Deposits	2	0
Loans	0	0
Credit Cards	0	0
Investments	0	0

Secondary Customer Account Mapping

2000



FULL-NAME-2000

Account Type	Total Number of Accounts	Number of Accounts Mapped
Chequing and Savings	2	1
Fixed Deposits	0	0
Loans	0	0
Credit Cards	1	1
Investments	0	0

The acc for the tra acc to l par any def

Figure 5.2.3

- All accounts appear in the respective category, i.e., Chequing and Savings, Fixed Deposits and Loans.
- Click **Edit** to enable the selection/deselection against the accounts OR click **Delete** to delete the mapping.

User Account Access

Customer ID

20

Customer Name

FULL-NAME-20

User ID

01

User Name

FIRSTNAME LASTNAME

Account Mapping

Chequing and Savings

Fixed Deposits

Loans

Credit Cards



Investments

☐ Apply Customer Level Changes Automatically



☐ Map All Accounts

	Account Number	Currency	Product Name
<input checked="" type="checkbox"/>	1100	BMD	REGULAR CHEQUING
<input checked="" type="checkbox"/>	0059	USD	CORPORATE REGULAR CHEQUING
<input checked="" type="checkbox"/>	8100	USD	REGULAR CHEQUING
<input checked="" type="checkbox"/>	4100	USD	REGULAR CHEQUING
<input checked="" type="checkbox"/>	1100	USD	REGULAR CHEQUING
<input checked="" type="checkbox"/>	0026	USD	CALL DEPOSIT ACCOUNT - CORPORATE

Page 1 of 1 (1-6 of 6 items)

1

Account Mapping for Chequing and Savings, Term Deposit, Loans, Credit Cards, Investments can be viewed by visiting the respective Account

Edit

Next

Delete

Cancel

Back

Figure 5.2.4

- Click **Next** to go to Transaction Mapping screen.

Chequing and Savings

Fixed Deposits

Loans

Credit Cards

Investments

☐ Apply Customer Level Changes Automatically

☐ Map All Accounts

	Account Number	Currency	Product Name
<input checked="" type="checkbox"/>	1100	BMD	REGULAR CHEQUING
<input type="checkbox"/>	0059	USD	CORPORATE REGULAR CHEQUING
<input type="checkbox"/>	8100	USD	REGULAR CHEQUING
<input type="checkbox"/>	4100	USD	REGULAR CHEQUING
<input type="checkbox"/>	1100	USD	REGULAR CHEQUING
<input type="checkbox"/>	0026	USD	CALL DEPOSIT ACCOUNT - CORPORATE

Page 1 of 1 (1-6 of 6 items)

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Account Mapping for Chequing and Savings, Term Deposit, Loans, Credit Cards, Investments can be viewed by visiting the respective A

→ Next

⊗ Cancel

← Back

Figure 5.2.5

- Modify the mapping. Click **Save** to save the changes.

Chequing and Savings

Fixed Deposits

Loans

Credit Cards

Investments

☐ Map All Transactions to All Accounts

Account Number	Currency	Product Name	Account Status	Mapping Status
<input checked="" type="checkbox"/> 1100	BMD	REGULAR CHEQUING	ACTIVE	Mapped
<input type="checkbox"/> 0059	USD	CORPORATE REGULAR CHEQUING	ACTIVE	Unmapped
<input type="checkbox"/> 8100	USD	REGULAR CHEQUING	ACTIVE	Unmapped
<input type="checkbox"/> 4100	USD	REGULAR CHEQUING	ACTIVE	Unmapped
<input type="checkbox"/> 1100	USD	REGULAR CHEQUING	ACTIVE	Unmapped
<input type="checkbox"/> 0026	USD	CALL DEPOSIT ACCOUNT - CORPORATE	DORMANT	Unmapped

Page 1 of 1 (1-6 of 6 items)

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 1

Transaction Mapping for each of the accounts can be viewed by visiting the respective Account Type tabs


Save

⊗ Cancel

← Back

Figure 5.2.6

8. The review screen appears. Review details and click **Confirm** to save the changes.

 **Review**

You have initiated a request for maintaining User Account Access. Please review details before you confirm!

Customer ID

20

Customer Name

FULL-NAME-20

User ID

01

User Name

FIRSTNAME LASTNAME

Transaction Mapping

Chequing and Savings

Fixed Deposits

Loans






Credit Cards

Investments

☐ Apply Customer Level Changes Automatically

☐ Map All Transactions to All Accounts

Account Number	Currency	Product Name	Account Status	Mapping Status
<input checked="" type="checkbox"/> 1100	BMD	REGULAR CHEQUING	ACTIVE	Mapped
<input type="checkbox"/> 8100	USD	REGULAR CHEQUING	ACTIVE	Unmapped
<input type="checkbox"/> 0026	USD	CALL DEPOSIT ACCOUNT - CORPORATE	DORMANT	Unmapped
<input type="checkbox"/> 0059	USD	CORPORATE REGULAR CHEQUING	ACTIVE	Unmapped
<input type="checkbox"/> 4100	USD	REGULAR CHEQUING	ACTIVE	Unmapped
<input type="checkbox"/> 1100	USD	REGULAR CHEQUING	ACTIVE	Unmapped

Page 1 of 1 (1-6 of 6 items)     

Confirm


Cancel

Back

Figure 5.2.7

9. The System displays a message “Maintenance Submitted for Approval”.

User Account Access

 Confirmation

Maintenance submitted for approval.

Reference Number

10027AFCD9E4

Status

Pending for Approval

Figure 5.2.8

10. On the **Approver Dashboard**, scroll to the **Pending for Approval** section.

Please note that the Corporate Administrator Maker will not be able to approve transactions initiated by them. Approvals will need to be handled by another Corporate Administrator with access to the same Customer ID.

11. Click the [Reference Number](#) link to view, approve, or reject the transaction.

The screenshot displays the Butterfield Approver Dashboard. At the top, the Butterfield logo is on the left, and a user profile for VERN BUTTERFIELD is on the right. The main content area is divided into two sections: "Pending for Approval (3)" and "My Approved List (2)".

Pending for Approval (3)

Party Maintenance	Administrative Maintenance	Payee and Biller			
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>			
Date	Description	Party Name	Initiated By	Status	
10 Feb 12:36 PM	Update User Account Access	FULL-NAME-20	VERN BUTTERFIELD	10027AFCD9E4	Initiated
10 Feb 12:33 PM	Update User Account Access	FULL-NAME-20	VERN BUTTERFIELD	1002806DFCFB	Initiated
10 Feb 12:32 PM	Create Corporate User Linkage Account Transaction Mapping	FULL-NAME-20	VERN BUTTERFIELD	1002F43182EA	Initiated

Page 1 of 1 (1-3 of 3 items)

Quick Links

- Onboarding**
 - User Management
 - Customer Preferences
- Approvals**
 - Workflow Management
 - Rules Management
- Account Access**
 - User Account Access
- File Upload**
 - User File Identifier Mapping

My Approved List (2)

Customer Maintenances	Administrative Maintenance	Payee and Biller		
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>		
Date	Description	Party Name	Reference Number	Status
10 Feb 12:09 PM	Update User Account Access	FULL-NAME-20	10024FA1C67C	Processed
10 Feb 12:04 PM	Update User Account Access	FULL-NAME-20	100251F8B5FB	Processed

Page 1 of 1 (1-2 of 2 items)

Figure 5.2.9

12. Click **Approve** to approve or **Reject** to reject the transaction.

BUTTERFIELD

9

Welcome

User Account Access

Approve

Reject

Customer ID

20

Customer Name

FULL-NAME-20

User ID

01

User Name

FIRSTNAME LASTNAME

Transaction Mapping

Chequing and Savings

Fixed Deposits

Loans

Credit Cards

Investments

☐ Apply Customer Level Changes Automatically

☐ Map All Transactions to All Accounts

Account Number	Currency	Product Name	Account Status	Mapping Status
<input checked="" type="checkbox"/> 1100	BMD	REGULAR CHEQUING	ACTIVE	Mapped
<input type="checkbox"/> 1100	USD	REGULAR CHEQUING	ACTIVE	Unmapped
<input type="checkbox"/> 4100	USD	REGULAR CHEQUING	ACTIVE	Unmapped
<input type="checkbox"/> 8100	USD	REGULAR CHEQUING	ACTIVE	Unmapped
<input type="checkbox"/> 0059	USD	CORPORATE REGULAR CHEQUING	ACTIVE	Unmapped
<input type="checkbox"/> 0026	USD	CALL DEPOSIT ACCOUNT - CORPORATE	DORMANT	Unmapped

Page 1 of 1 (1-6 of 6 items) < > 1 < >

Transaction Journey

Initiation

VERN BUTTERFIELD

10 Feb 12:36 PM

← Back

Figure 5.2.10

13. Enter remarks, if any. Click **Approve** to approve the payment transaction or click **Cancel** to go back to the previous screen.
14. The Confirm screen appears with a success message along with Reference Number.

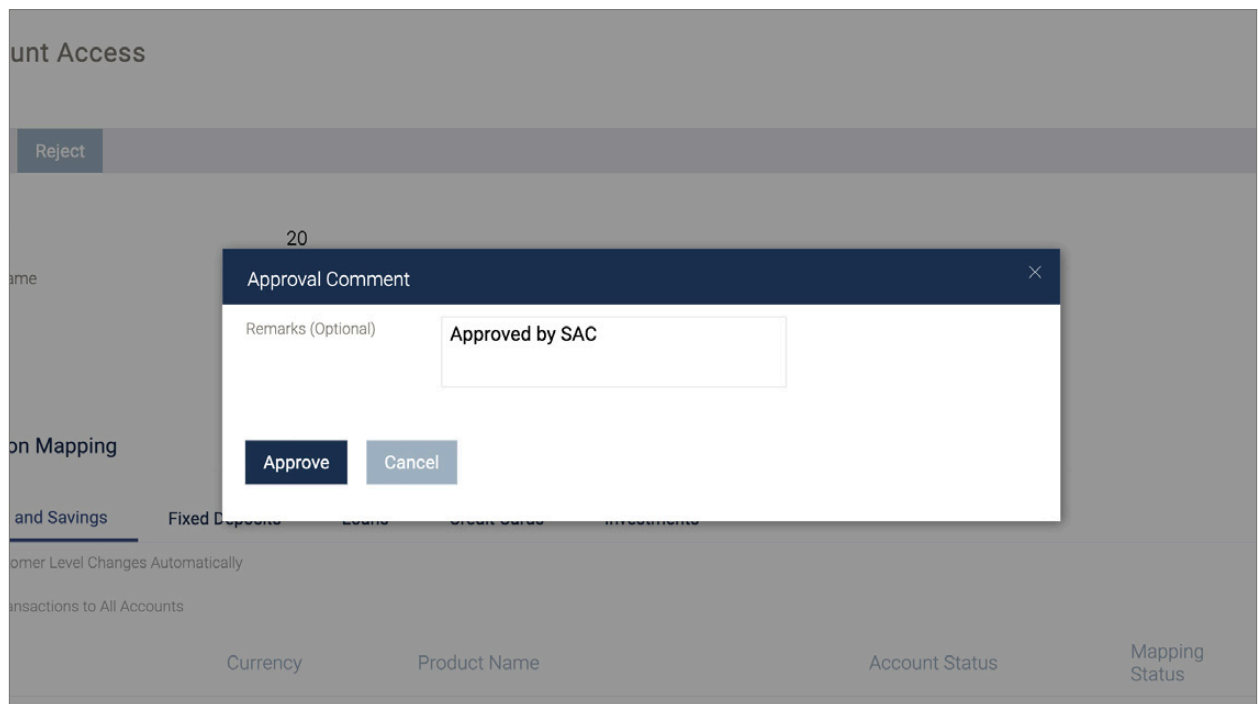


Figure 5.2.11

6. User Group Management

This section explains the steps an Administrator must follow to maintain User Groups for Corporate Users. Administrators are responsible for creating User Groups which are attached to Workflows and Approval Rules.

Corporate Administrators will not be able to approve transactions initiated by them. Approvals will need to be handled by another Corporate Administrator with access to the same Customer ID.

The User Groups created for Corporate End Users can be for payment purpose based on needs, e.g., one group can have a User with Maker rights and another group can have User with Checker rights.

6.1 Create User Group – Corporate User

How to navigate:

Menu Icon (☰) > Others > User Group Management

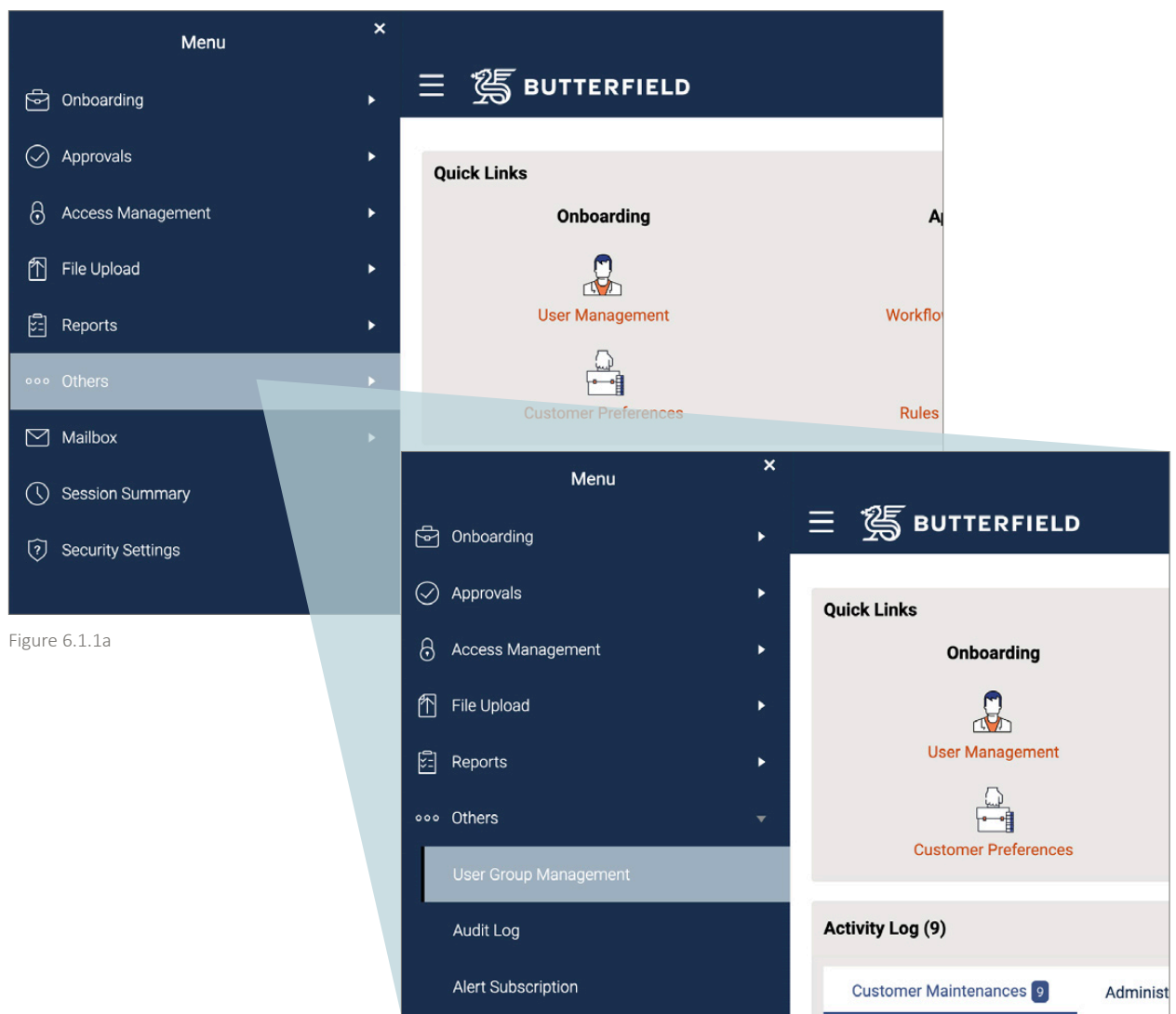


Figure 6.1.1a

Figure 6.1.1b

1. System displays the User groups maintained, if any. Click the **Create** button for a New User Group.

The screenshot shows the Butterfield User Groups interface. At the top, there's a header with the Butterfield logo and a hamburger menu. Below the header, the title 'User Groups' is displayed. On the left, there are fields for 'Customer ID' (value: 20) and 'Customer Name' (value: FULL-NAME-20). Below these fields are two buttons: a blue 'Create' button with a plus icon and a grey 'Cancel' button with an 'X' icon. To the right of these buttons is a table listing existing user groups.

Group Code	Group Description	Users
32D	32 D	6
ALL_CA_OF_2001	ALL_CA_OF_2001	3
ALL_CU_OF_2001	ALL_CU_OF_2001	27
Ltd_GRP_ALL	Ltd_GRP_ALL	4

Figure 6.1.2

2. Enter the following fields to create a User Group:
 - a. *Group Code* – enter the group code.
 - b. *Group Description* – enter the group name.
 - c. Click **Add** and select User from dropdown.
 - d. Click **Add** to add the User to the User Group.

The screenshot shows the Butterfield User Groups interface. At the top, there's a header with the Butterfield logo and a hamburger menu. Below the header, the title 'User Groups' is displayed. On the left, there are fields for 'Party ID' (value: 20) and 'Party Name' (value: FULL-NAME-20). Below these fields are two buttons: a blue 'Add' button with a plus icon and a grey 'Cancel' button with an 'X' icon. To the right of these buttons is a table listing existing user groups.

Group Code	Group Description	Users
32D	32 D	6
ALL_CA_OF_2001	ALL_CA_OF_2001	3
ALL_CU_OF_2001	ALL_CU_OF_2001	27
Ltd_GRP_ALL	Ltd_GRP_ALL	4

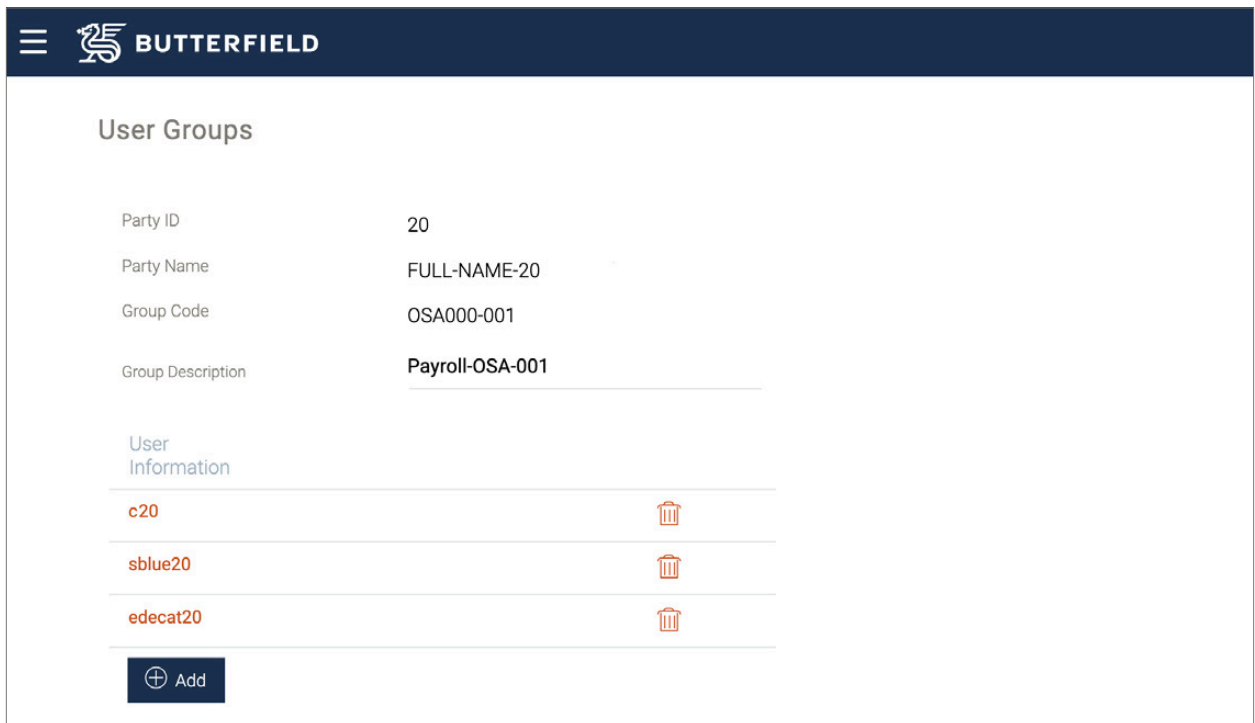
Figure 6.1.3

The screenshot shows the Butterfield User Groups interface. At the top, there's a header with the Butterfield logo and a hamburger menu. Below the header, the title 'User Groups' is displayed. On the left, there are fields for 'Party ID' (value: 20) and 'Party Name' (value: FULL-NAME-20). Below these fields are two buttons: a blue 'Add' button with a plus icon and a grey 'Cancel' button with an 'X' icon. To the right of these buttons is a table listing existing user groups.

Group Code	Group Description	Users
32D	32 D	6
ALL_CA_OF_2001	ALL_CA_OF_2001	3
ALL_CU_OF_2001	ALL_CU_OF_2001	27
Ltd_GRP_ALL	Ltd_GRP_ALL	4

Figure 6.1.4

3. Click **Save**.



The screenshot shows the Butterfield User Groups management interface. At the top is a dark blue header with the Butterfield logo and a hamburger menu icon. Below the header, the title "User Groups" is displayed. The main content area shows details for a specific group: Party ID (20), Party Name (FULL-NAME-20), Group Code (OSA000-001), and Group Description (Payroll-OSA-001). Below these details is a section titled "User Information" which contains a table of users. The table has two columns: the user ID and a delete icon (a trash can). The users listed are c20, sblue20, and edecat20. At the bottom of the user list is a dark blue button with a plus icon and the text "Add".





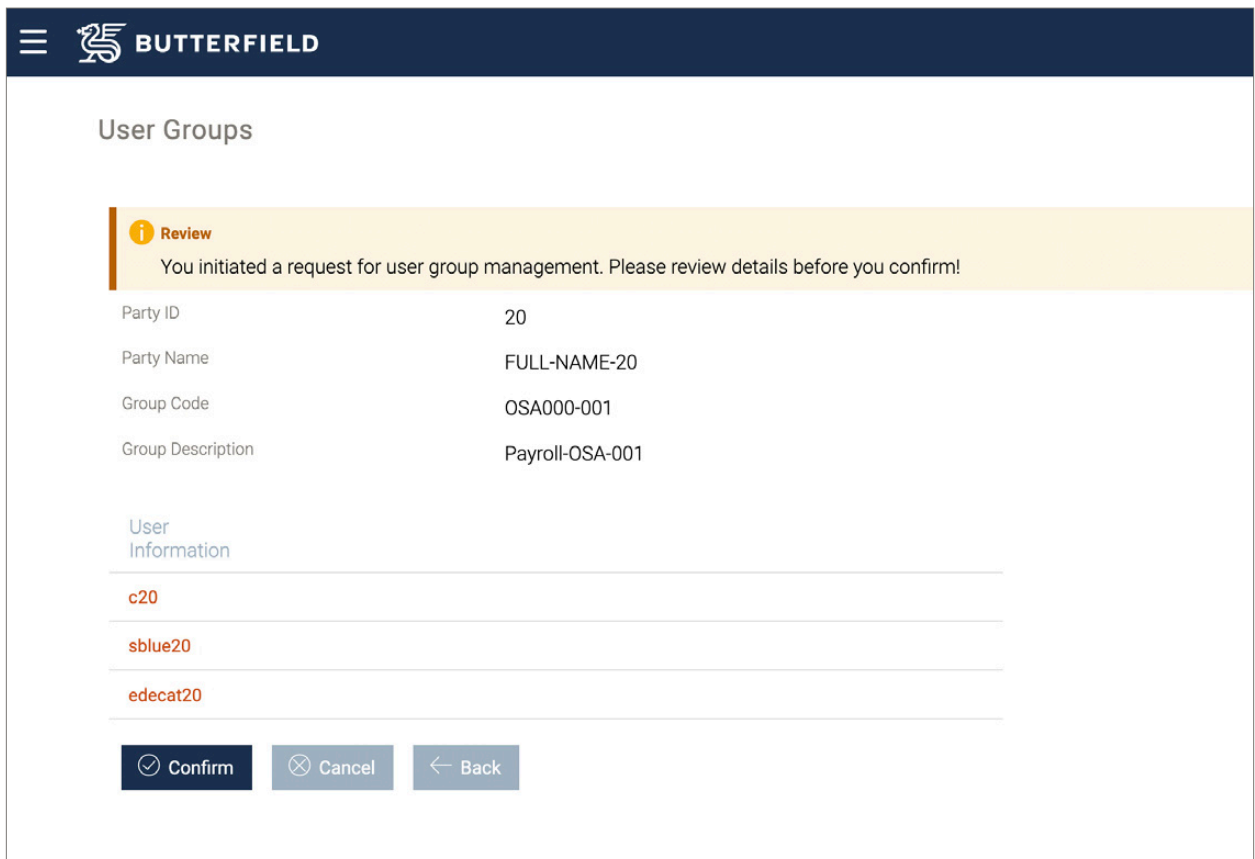
Party ID	20
Party Name	FULL-NAME-20
Group Code	OSA000-001
Group Description	Payroll-OSA-001
User Information	
c20	
sblue20	
edecat20	
	

Figure 6.1.5

4. Review details and click **Confirm**.



The screenshot shows the Butterfield User Groups management interface with a review confirmation message. At the top is a dark blue header with the Butterfield logo and a hamburger menu icon. Below the header, the title "User Groups" is displayed. A yellow banner with an information icon and the text "Review" is shown, followed by the message "You initiated a request for user group management. Please review details before you confirm!". Below the banner, the same group details as in Figure 6.1.5 are shown: Party ID (20), Party Name (FULL-NAME-20), Group Code (OSA000-001), and Group Description (Payroll-OSA-001). Below these details is a section titled "User Information" which contains a table of users. The table has two columns: the user ID and a delete icon (a trash can). The users listed are c20, sblue20, and edecat20. At the bottom of the user list are three buttons: "Confirm" (dark blue with a checkmark icon), "Cancel" (light blue with an X icon), and "Back" (light blue with a left arrow icon).






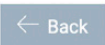
Party ID	20
Party Name	FULL-NAME-20
Group Code	OSA000-001
Group Description	Payroll-OSA-001
User Information	
c20	
sblue20	
edecat20	
  	

Figure 6.1.6

- The system displays a message *"Maintenance Submitted for Approval"*

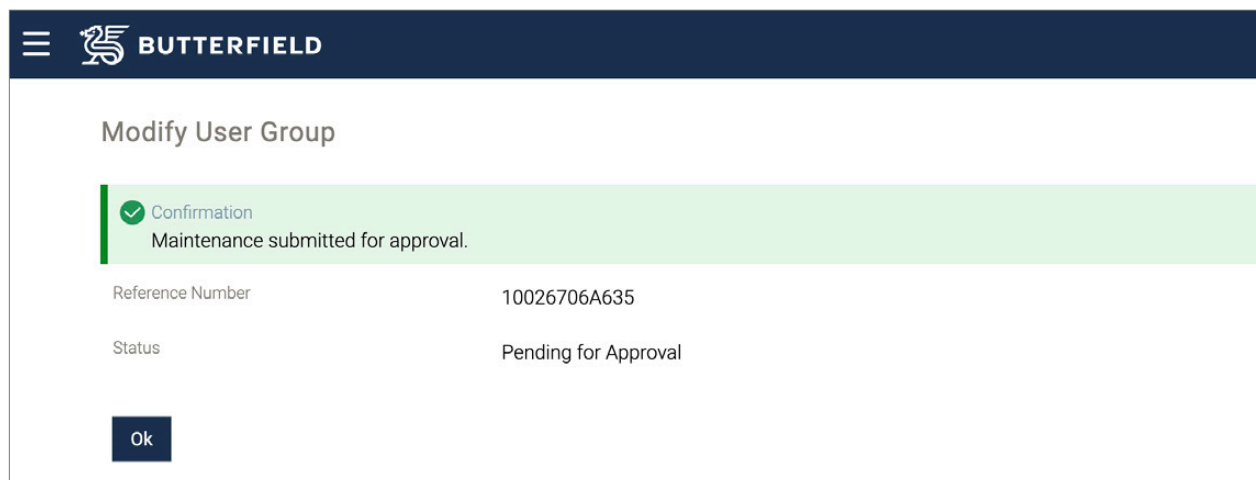


Figure 6.1.7

- On the Approver dashboard, scroll to the **Pending for Approval** section.

Please note that the Corporate Administrator Maker will not be able to approve transactions initiated by them. Approvals will need to be handled by another Corporate Administrator with access to the same Customer ID.

- Maintenance activities initiated by the Maker will display under the **Pending for Approvals** section.
- Click the [Reference Number](#) link to view, approve, or reject the transaction.

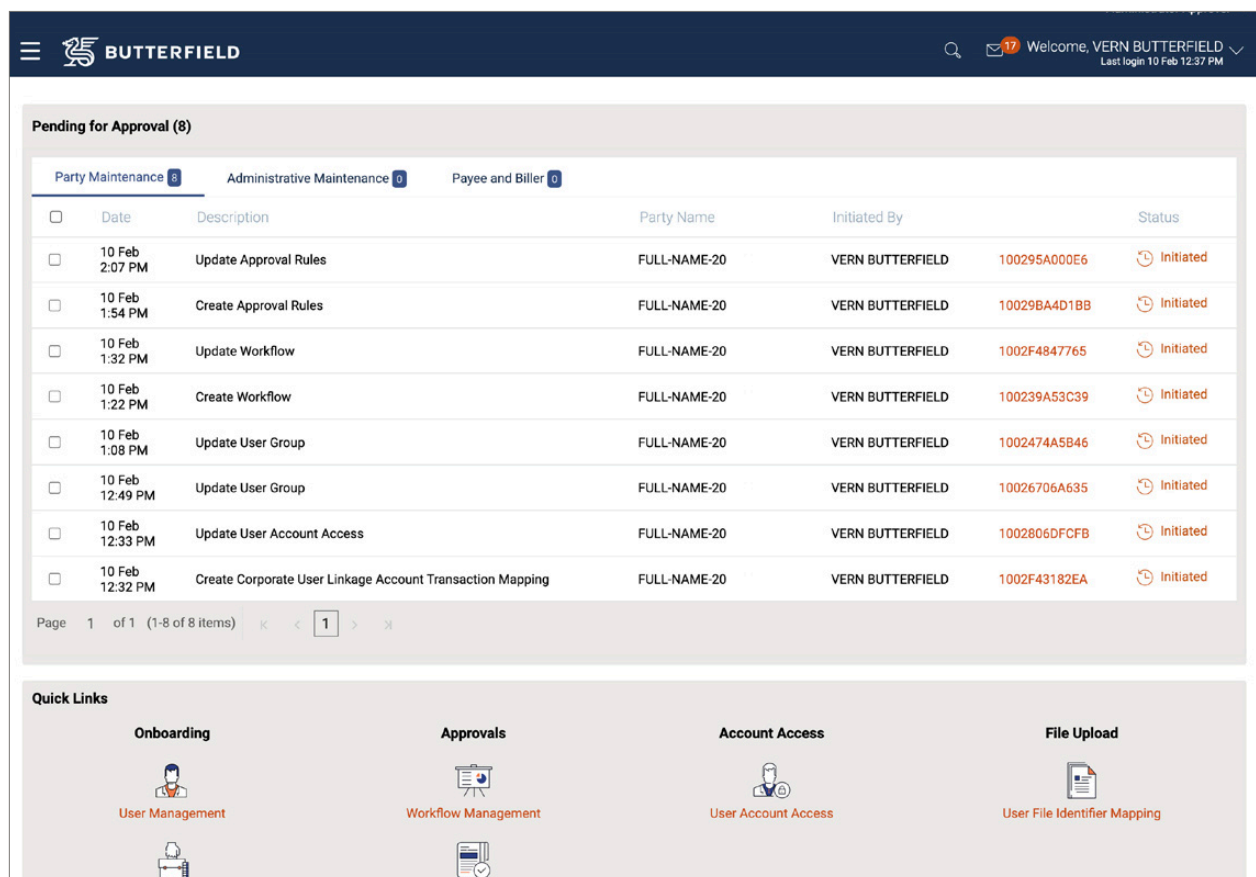


Figure 6.1.8

9. Click **Approve** to approve or click **Reject** to reject the transaction.

Update User Group

Approve **Reject**

Party ID: 2001
Party Name: FULL-NAME-2001
Group Code: OSA000-001
Group Description: Payroll-OSA-001

User Name	User ID
Claire	c20
Sky Blue	sblue20
Edwin DeCat	edecat20

Transaction Journey

Initiation

VERN BUTTERFIELD
10 Feb 12:49 PM

[← Back](#)

Figure 6.1.9

10. Enter remarks, if any. Click **Approve** to approve the payment transaction or click **Cancel** to go back to the previous screen.
11. The Confirm screen appears with a success message along with a Reference Number and status as complete.

Approval Comment

Remarks (Optional): Approved by SAC

Approve **Cancel**

Reject

sblue20

Figure 6.1.10

6.2 Edit User Group – Corporate User

How to edit a User Group is described below.

How to navigate:

Menu Icon (☰) > Others > User Group Management

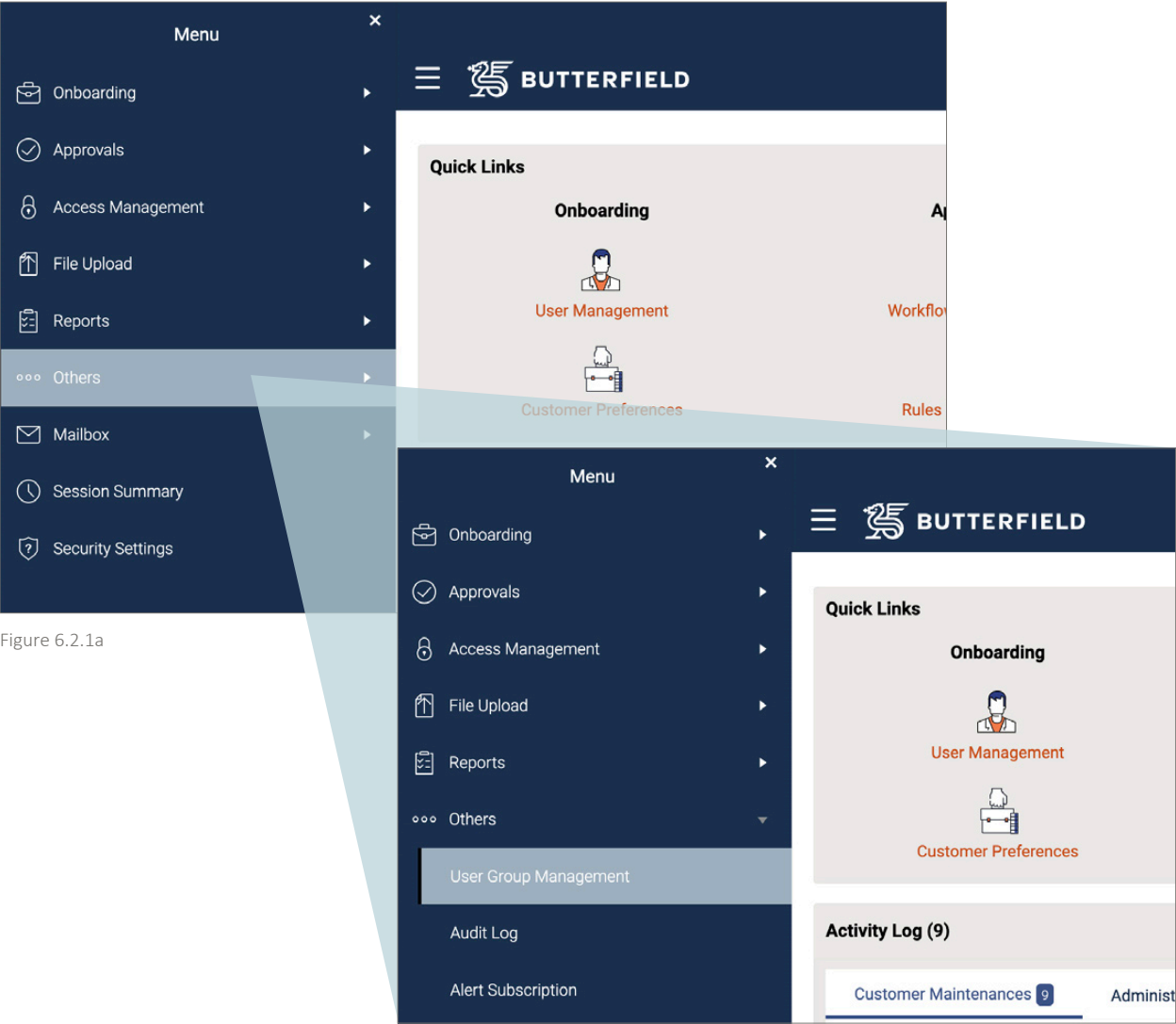


Figure 6.2.1a

Figure 6.2.1b

1. A list appears. Click on *Group Code* to view details of the selected User Group.

BUTTERFIELD

User Groups

Customer ID20

Customer NameFULL-NAME-20

Create

Cancel

Group Code	Group Description	Users
32D	32 D	6
ALL_CA_OF_20	ALL_CA_OF_20	3
ALL_CU_OF_20	ALL_CU_OF_20	27
Ltd_GRP_ALL	Ltd_GRP_ALL	4
PrpLtd2_GRP_ALL	PrpLtd2_GRP_ALL	2
PrpLtd1_GRP_ALL	PrpLtd1_GRP_ALL	4
PropertiesRetail	Properties Retail Group	5
PropLtd_GRP_ALL	PropLtd_GRP_ALL	5

Figure 6.2.2

2. Click **Edit** to edit the maintenance.

BUTTERFIELD

User Groups

Party ID20

Party NameFULL-NAME-20

Group CodeALL_CA_OF_20

Group DescriptionALL_CA_OF_20

User Information

edecat20

wayne

5422

Edit

Cancel

Back

User Groups

Customers are grouped into user segments so that banks can offer appropriate products and services.

You can create new user segments and use it subsequently to define specific maintenances at user segment level if required.

Figure 6.2.3

3. Update the required details.
4. Click **Save** to save changes.

BUTTERFIELD

User Groups

Party ID20

Party NameFULL-NAME-20

Group CodeALL_CA_OF_20

Group DescriptionALL_CA_OF_20

User Information

edecat20

wayne

5422

+ Add

Save

Cancel

Back

User Groups

Customers are grouped into user segments so that banks can offer appropriate products and services.

You can create new user segments and use it subsequently to define specific maintenances at user segment level if required.

Figure 6.2.4

BUTTERFIELD

User Groups

Party ID20

Party NameFULL-NAME-20

Group CodeALL_CA_OF_20

Group DescriptionALL_CA_OF_20

User Information

wayne

5422

+ Add

Save

Cancel

Back

User Groups

Customers are grouped into user segments so that banks can offer appropriate products and services.

You can create new user segments and use it subsequently to define specific maintenances at user segment level if required.

Figure 6.2.5

5. Review details and click **Confirm**.

The screenshot shows the Butterfield online interface for managing user groups. At the top is a dark blue header with the Butterfield logo and name. Below the header, the page title "User Groups" is displayed. A yellow banner with an information icon and the word "Review" contains the message: "You initiated a request for user group management. Please review details before you confirm!". Below this banner, the details of the user group are listed in a table-like format. The details include: Party ID (20), Party Name (FULL-NAME-20), Group Code (ALL_CA_OF_20), and Group Description (ALL_CA_OF_20). Underneath these details, there is a section titled "User Information" which contains three input fields. The first field contains the text "wayne" in red, the second field contains "5422" in red, and the third field is empty. At the bottom of the form, there are three buttons: "Confirm" (dark blue with a checkmark icon), "Cancel" (light blue with an 'X' icon), and "Back" (light blue with a left arrow icon).

Party ID	20
Party Name	FULL-NAME-20
Group Code	ALL_CA_OF_20
Group Description	ALL_CA_OF_20

User Information

wayne

5422

Confirm Cancel Back

Figure 6.2.6

6. The System displays a message *"Maintenance submitted for approval"*.
7. Refer Steps 10 to 15 in Section 6.1 Create User Group – Corporate User to complete the approval process.

7. Workflow Management

This section explains the steps to create approval Workflows to support requirements where multiple levels of approval are necessary in a specific sequence for a transaction/ maintenance, and covers creation of approval Workflows, view, and edit existing Workflows.

Users can create Workflows independently and can attach to a specific transaction/ maintenance as part of the Approval Rule configuration. A Workflow can be configured to have up to five levels of approval with a specific User or a User Group configured at each level.

7.1 Create Approval Workflow – Corporate User

- 1. Click **Workflow Management** menu under **Approvals** in the **Dashboard**.

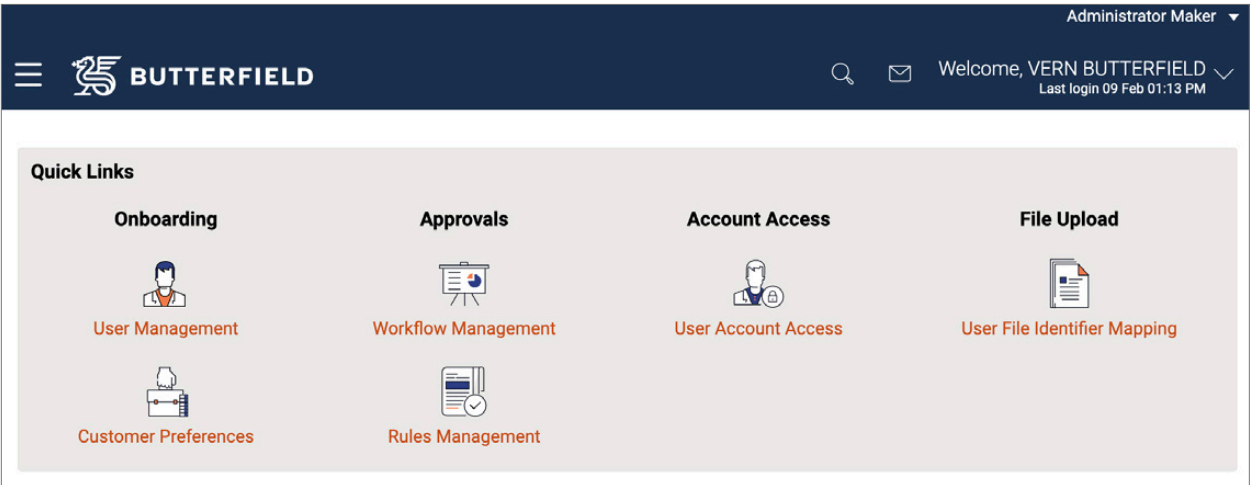



Figure 7.1.1

- 2. The system displays a list of approval Workflows maintained, if any. Click **Create** to create an Approval Workflow.



Figure 7.1.2

3. Enter the following fields to create Workflow Management:
 - a. Enter a *Workflow Code* to identify the workflow.
 - b. Enter the *Workflow Description*.
 - c. Select specific *User* or a *User Group* at each level of approval.
 - d. Click **Add** to add the User or User Group to Workflow as Approvers.
4. Click **Save**.



Workflow Management

Customer ID	20
Customer Name	FULL-NAME-20
Workflow Code	WC-OSA000
Workflow Description	WC-InternalExp

Approval Details

Level 1

User

User Group

Claire (c 20)

User


Level 2


User


User Group

ALL_CA_OF_2001

User Group

 Add

 Save

 Cancel


 Back

Figure 7.1.3

5. Review details and click **Confirm**.

The screenshot shows the Butterfield logo and a hamburger menu icon in the top left. The main heading is "Workflow Management". Below this is a yellow banner with an information icon and the text "Review" and "You initiated a request for workflow management. Please review details before you confirm!". Underneath the banner is a table with workflow details. Below the table is a section titled "Approval Details" with another table. At the bottom are three buttons: "Confirm", "Cancel", and "Back".

Customer ID	20
Customer Name	FULL-NAME-20
Workflow Code	WC-OSA000
Workflow Description	WC-InternalExp

Level 1	Claire (c20)
Level 2	ALL_CA_OF_2001

ConfirmCancelBack

Figure 7.1.4

6. The system displays a message "Maintenance Submitted for Approval".

The screenshot shows the Butterfield logo and a hamburger menu icon in the top left. The main heading is "Create Workflow". Below this is a green banner with a checkmark icon and the text "Confirmation" and "Maintenance submitted for approval.". Underneath the banner is a table with workflow details. At the bottom is an "Ok" button.

Reference Number	100239A53C39
Status	Pending for Approval

Ok

Figure 7.1.5

- On the Approver dashboard, scroll to the **Pending for Approval** section.

Please note that the Corporate Administrator Maker will not be able to approve transactions initiated by them. Approvals will need to be handled by another Corporate Administrator with access to the same Customer ID.

- Transactions initiated by the Maker will display under **Pending for Approvals** section.
- Click the [Reference Number](#) link to view, approve or reject the transaction.

Administrator Approver

Welcome, VERN BUTTERFIELD
Last login 10 Feb 12:37 PM

Pending for Approval (8)

Party Maintenance 8
Administrative Maintenance 0
Payee and Biller 0

<input type="checkbox"/>	Date	Description	Party Name	Initiated By		Status
<input type="checkbox"/>	10 Feb 2:07 PM	Update Approval Rules	FULL-NAME-20	VERN BUTTERFIELD	100295A000E6	Initiated
<input type="checkbox"/>	10 Feb 1:54 PM	Create Approval Rules	FULL-NAME-20	VERN BUTTERFIELD	10029BA4D1BB	Initiated
<input type="checkbox"/>	10 Feb 1:32 PM	Update Workflow	FULL-NAME-20	VERN BUTTERFIELD	1002F4847765	Initiated
<input type="checkbox"/>	10 Feb 1:22 PM	Create Workflow	FULL-NAME-20	VERN BUTTERFIELD	100239A53C39	Initiated
<input type="checkbox"/>	10 Feb 1:08 PM	Update User Group	FULL-NAME-20	VERN BUTTERFIELD	1002474A5B46	Initiated
<input type="checkbox"/>	10 Feb 12:49 PM	Update User Group	FULL-NAME-20	VERN BUTTERFIELD	10026706A635	Initiated
<input type="checkbox"/>	10 Feb 12:33 PM	Update User Account Access	FULL-NAME-20	VERN BUTTERFIELD	1002806DFCFB	Initiated
<input type="checkbox"/>	10 Feb 12:32 PM	Create Corporate User Linkage Account Transaction Mapping	FULL-NAME-20	VERN BUTTERFIELD	1002F43182EA	Initiated

Page 1 of 1 (1-8 of 8 items)

Quick Links

Onboarding

User Management
Customer Preferences

Approvals

Workflow Management
Rules Management

Account Access

User Account Access

File Upload

User File Identifier Mapping

My Approved List (3)

Customer Maintenances 3
Administrative Maintenance 0
Payee and Biller 0

Date	Description	Party Name	Reference Number	Status
10 Feb 12:36 PM	Update User Account Access	FULL-NAME-20	10027AFC09E4	Processed
10 Feb 12:09 PM	Update User Account Access	FULL-NAME-20	10024FA1C67C	Processed
10 Feb	Update User Account Access	FULL-NAME-20	100251E9B5E9	Processed

Figure 7.1.6

10. Click **Approve** or **Reject**.

Butterfield

Create Workflow

Approve **Reject**

Customer ID: 20

Customer Name: FULL-NAME-20

Workflow Code: WC-OSA000

Group Description: WC-InternalExp

Approval Details

Level 1: Claire (c20)

Level 2: ALL_CA_OF_2001

Transaction Journey

Initiation

VERN BUTTERFIELD
10 Feb 01:22 PM

← Back

Figure 7.1.7

11. Enter remarks, if any. Click **Approve** or click **Cancel** to go back to the previous screen.

12. The Confirm screen appears with a success message along with Reference Number.

Approval Comment

Remarks (Optional): Approved by OPEC

Approve **Cancel**

Figure 7.1.8

7.2 View and Edit Approval Workflow – Corporate User

1. Click **Workflow Management** menu under **Approvals** in the **Dashboard**.

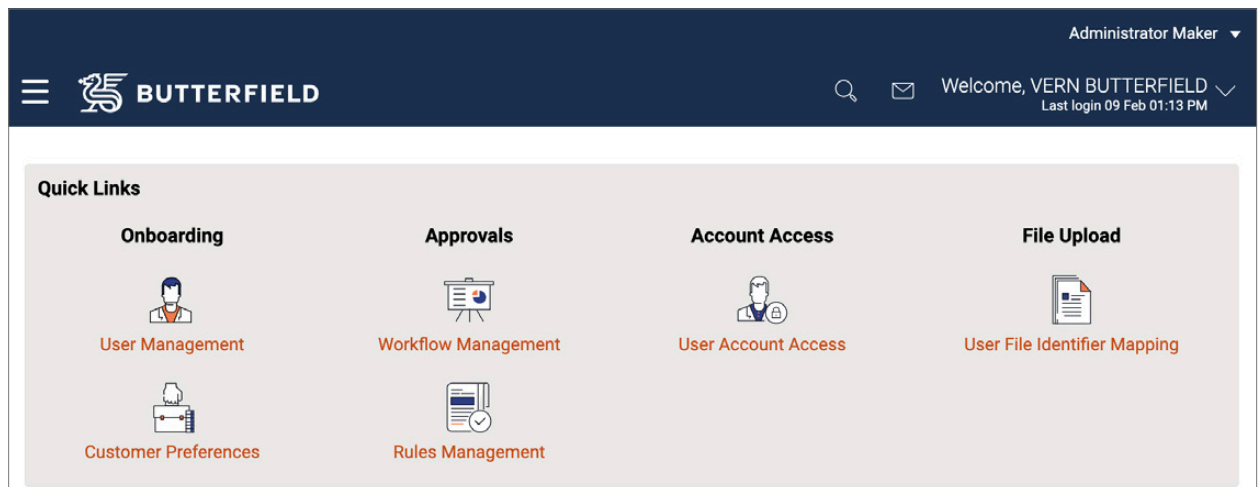


Figure 7.2.1

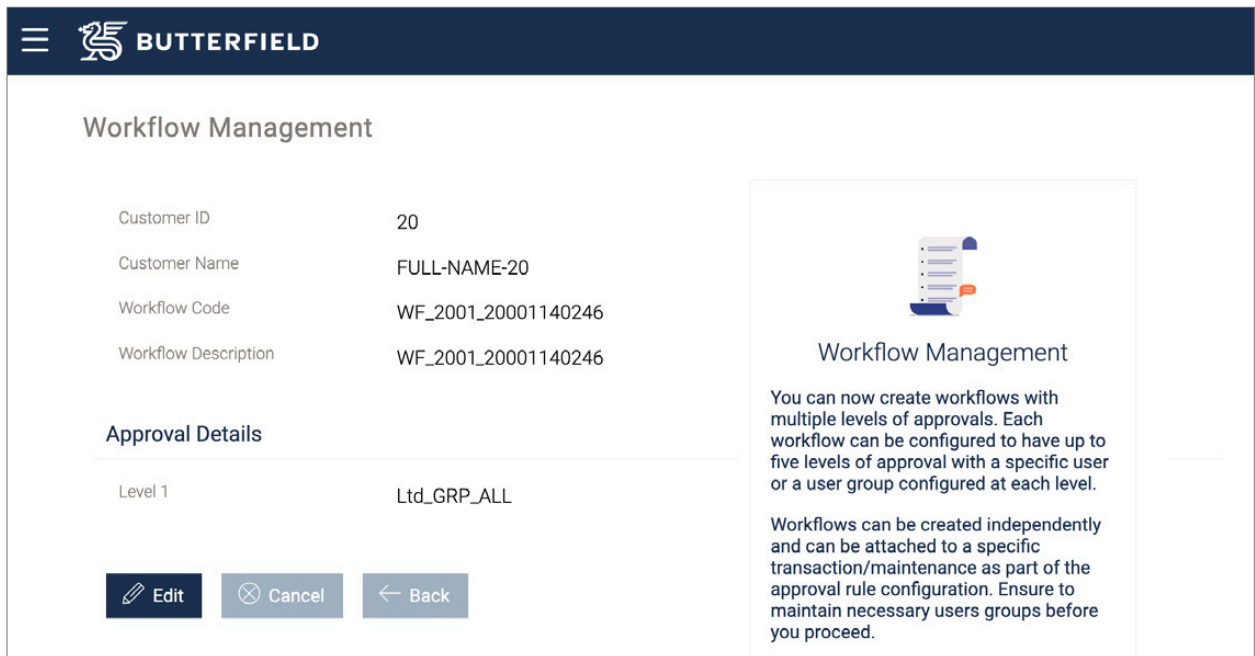
2. The system displays a list of approval Workflows maintained, if any.
3. Click on [Workflow Code](#) link to view the details of the selected Approval Workflow.

The screenshot shows the 'Workflow Management' page in the Butterfield system. It displays a table of workflows with columns for Workflow Code, Workflow Description, and Approval Levels. The workflow with code WF_200128456_20001140246 is highlighted.

Workflow Code	Workflow Description	Approval Levels
WF_200128456_20001140225	WF_200128456_20001140225	1
WF_200128456_20001140265	WF_200128456_20001140265	1
WF_200128456_20001140246	WF_200128456_20001140246	1
WF_200128456_20001140269	WF_200128456_20001140269	1
WF_200128456_20001140230	WF_200128456_20001140230	1
WF_200128456_502920	WF_200128456_502920	1
WF_200128456_500155	WF_200128456_500155	1
WF_200128456_590543	WF_200128456_590543	1
WF_200128456_502923	WF_200128456_502923	1
WF_200128456_507322	WF_200128456_507322	1

Figure 7.2.2

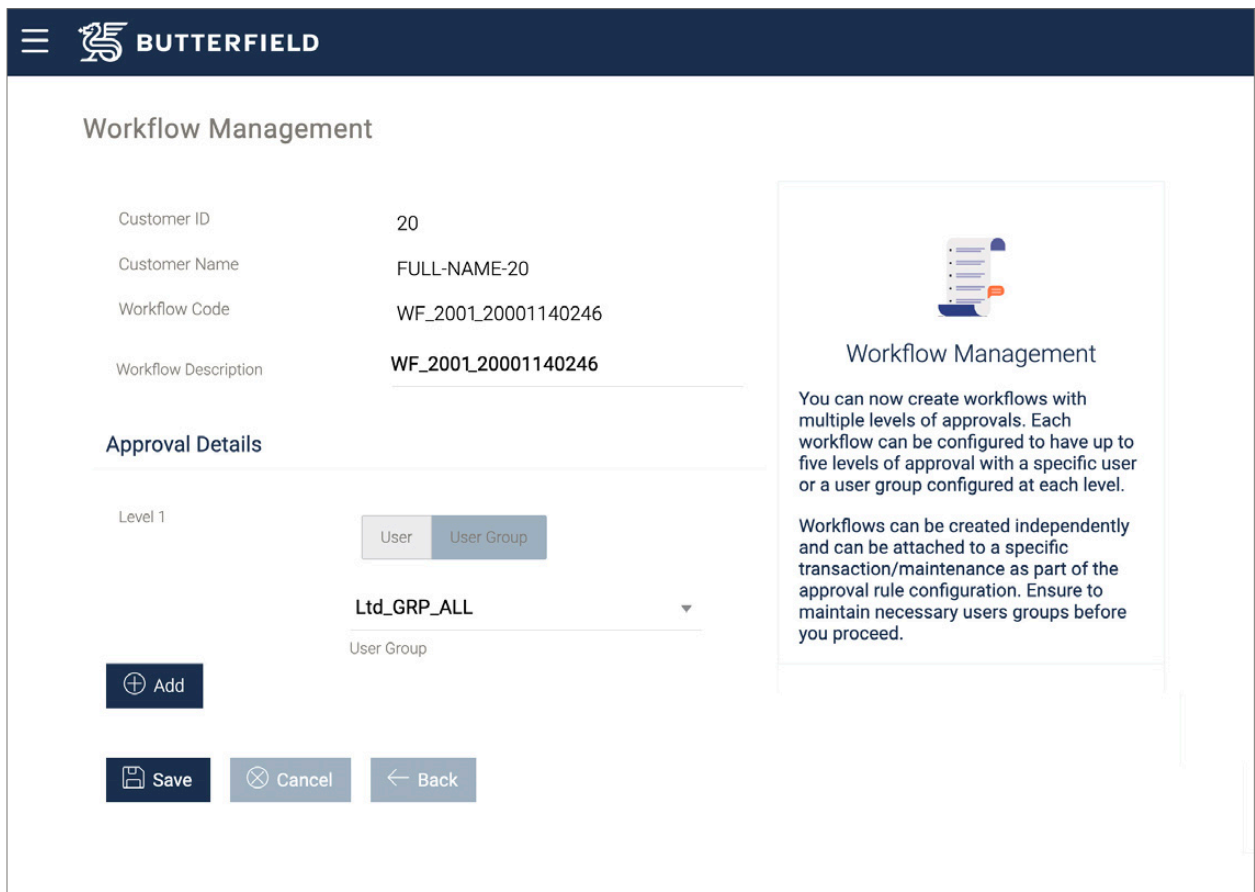
4. Click **Edit** to edit the transaction.



The screenshot shows the Butterfield Workflow Management interface. At the top is a dark blue header with the Butterfield logo and name. Below the header, the page title "Workflow Management" is displayed. The main content area is divided into two columns. The left column contains a form with the following fields: "Customer ID" (20), "Customer Name" (FULL-NAME-20), "Workflow Code" (WF_2001_20001140246), and "Workflow Description" (WF_2001_20001140246). Below these fields is a section titled "Approval Details" with a single entry: "Level 1" (Ltd_GRP_ALL). At the bottom of the left column are three buttons: "Edit" (with a pencil icon), "Cancel" (with an 'X' icon), and "Back" (with a left arrow icon). The right column contains a box with a document icon, the title "Workflow Management", and two paragraphs of text: "You can now create workflows with multiple levels of approvals. Each workflow can be configured to have up to five levels of approval with a specific user or a user group configured at each level." and "Workflows can be created independently and can be attached to a specific transaction/maintenance as part of the approval rule configuration. Ensure to maintain necessary users groups before you proceed."


Figure 7.2.3

5. Click **Save**, the system displays the confirmation screen, Click **Confirm**.




The screenshot shows the Butterfield Workflow Management interface, similar to Figure 7.2.3 but with additional options. The form fields and "Approval Details" section are identical. However, the "Level 1" entry (Ltd_GRP_ALL) now has a dropdown menu and a "User Group" label below it. To the left of the dropdown are two tabs: "User" and "User Group", with "User Group" being the active tab. Below the dropdown is a blue button with a plus icon and the text "Add". At the bottom of the left column are three buttons: "Save" (with a floppy disk icon), "Cancel" (with an 'X' icon), and "Back" (with a left arrow icon). The right column contains the same box with the document icon, title, and text as in Figure 7.2.3.

Figure 7.2.4

 BUTTERFIELD

Workflow Management


 Review


You initiated a request for workflow management. Please review details before you confirm!

Customer ID	20
Customer Name	FULL-NAME-20
Workflow Code	WF_2001_20001140246
Workflow Description	WF_2001_20001140246

Approval Details

Level 1	Ltd_GRP_ALL
Level 2	VERN BUTTERFIELD (54)

 Confirm

 Cancel


 Back

Figure 7.2.5

- The System displays message as *'Maintenance Submitted for Approval'*.
- Refer to Steps 7 to 12 in Section 7.1 Create Approval Workflow to complete the approval process.

8. Rules Management

Rules Management will allow a Corporate Administrator to create Rules to allow a Corporate User to initiate and process Financial and Non-financial transactions based on the parameters of applicable User/Usergroups (initiator), transaction, currency, amount and whether authorisation is required (Workflow).

8.1 Create Approval Rule – Corporate User

- 1. Click **Rules Management** from the **Approvals** on the **Dashboard**.

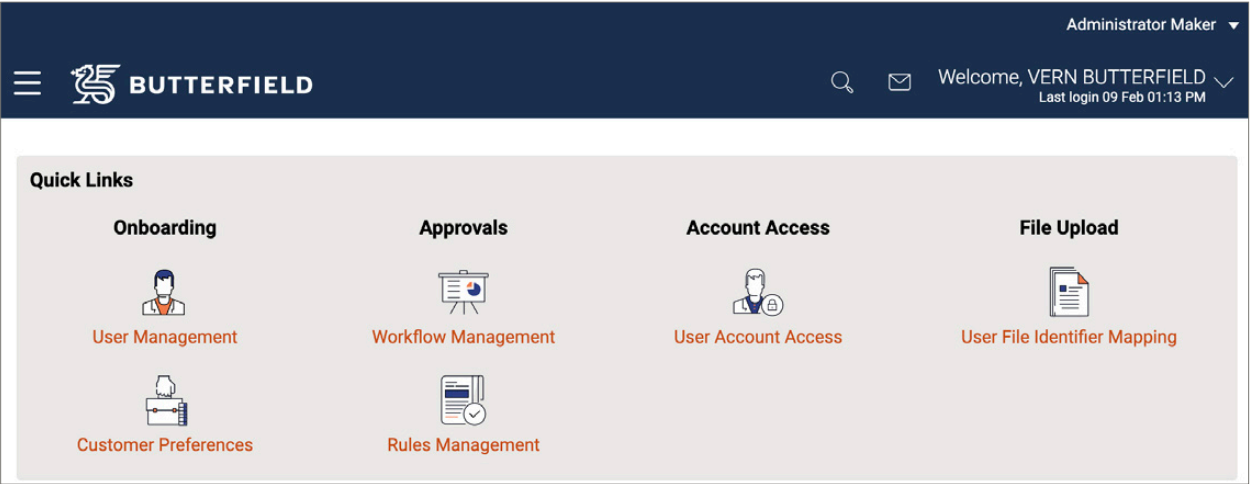


Figure 8.1.1

- 2. The system displays the Approval Rules maintained, if any. Click **Create** to create Approval Rule.

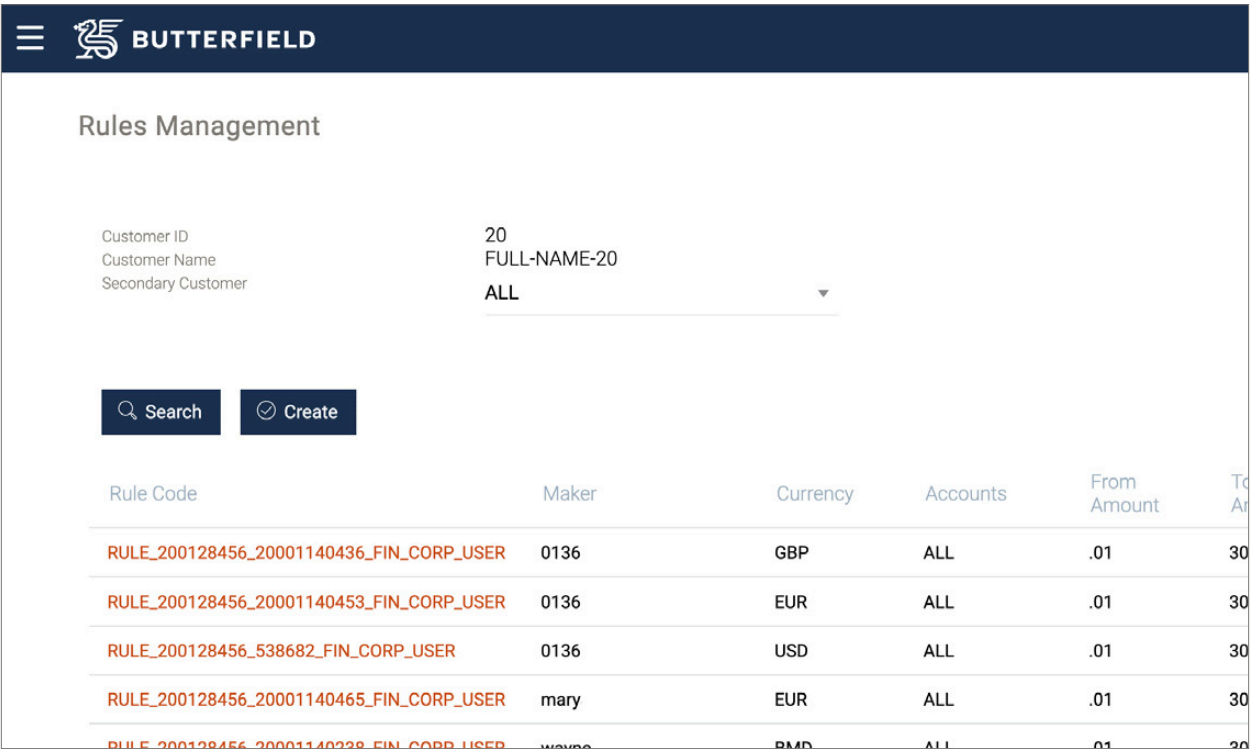


Figure 8.1.2

3. Enter the following fields to create Rule Management:
 - a. *Rule Type* – select any one the transaction rule types for which the Approval Rule needs to be set up:
 - i. *Financial Transactions* – select *Financial Transactions* to setup Approval Rules for the transactions that involves exchange of money, e.g., Payments and Term deposit booking, etc.
 - ii. *Non-Financial Transactions* – select *Non-Financial Transactions* to setup Approval Rules for the transaction for an account but does not involve exchange of money, e.g., Term Deposit Maturity Instruction Modification, etc.
 - iii. *Maintenance* – select *Maintenance* to set up Approval Rules for the transaction, not linked to any account, e.g., *Beneficiary Maintenance*, *Biller Maintenance* etc.
 - iv. *Administration* – select *Administration* to setup Approval Rules for Administrative maintenances, e.g., Alert maintenance, User Group subject mapping etc.
 - b. *Rule Code* – enter the *Rule Code* of the Approval Rule.
 - c. *Rule Description* – enter the description of the Approval Rule.
 - d. *Initiator Type* – select *Initiator type* who initiates the transaction, select from the following:
 - i. *User* – select *Users* to select all the Users belonging to the party OR
 - ii. *User Group* – select *User Group* to select all the User Groups belonging to the party (see Figure 8.1.3a).

Rules Management

Customer ID: 20

Customer Name:

Secondary Customer ID: ALL

Secondary Customer Name: ALL

Rule Type: Financial Non Financial Maintenance Non Account Financial

Rule Code: 00000

Rule Description: FixedLimit

Initiator

Initiator Type: User User Group

OSA000-001

PrpLtd1_GRP_ALL

PropertiesRetail

PropLtd_GRP_ALL

IQ

OSA000-001

Transactions

Transactions

Accounts

Figure 8.1.3a

- e. *Transactions* – select the transactions that will map to the rule.
- f. *Accounts* – select the type of account. This field appears only if the rule type selected is *Financial* or *Non-Financial*.
- g. *Currency* – Currency type.

NOTE: If a Rule is required to be applicable for multiple currencies, then the Rule will have to be created for each required Currency type.

GBP, EUR, USD, CAD (Core- Both Jurisdictions)
 BMD – (Bermuda Customers Only)
 KYD – (Cayman Customers Only)

- h. *From Amount/To Amount* – enter the amount range for transactions allowed for the User. This field appears only if rule type selected is Financial Transaction.
 - i. *Approval Required* – select whether approval is necessary or not for the mapped transaction.
 - j. *Workflow* – select the appropriate Workflow.
4. Click **Save** to create the Rule management or click **Back** to go back to previous screen or click **Cancel** to cancel the operation.

The screenshot displays the Rule Management interface. The 'Transactions' dropdown menu is open, showing options: 'All Financial Transactions', 'Term Deposits (Financial)', 'Deposit Top-Up', 'Break Fixed Deposit', 'New Fixed Deposit', and 'Account Association'. The 'Term Deposits (Financial)' option is currently selected. Below the dropdown, the 'Accounts' field is empty. The 'Currency' field is also empty. The 'Amount Range' section shows 'From Amount' as 'BMD 1.00' and 'To Amount' as 'BMD 100,000.00'. The 'Workflow Details' section shows 'Approval Required' as 'Yes' (selected) and 'No' (unselected). The 'Workflow' field is set to 'WF_2001_20001140225'. Below the workflow field, 'Level 1' and 'Ltd_GRP_ALL' are visible. At the bottom, there are three buttons: 'Save', 'Cancel', and 'Back'.

Figure 8.1.3b

- After submitting the request, the review screen appears. Click **Confirm** to create the Rule management or click **Cancel** to cancel the operation.

The screenshot shows the Butterfield Rules Management interface. The main screen has a dark blue header with the Butterfield logo and a hamburger menu. Below the header, the title "Rules Management" is displayed. A yellow banner with an information icon and the word "Review" states: "You initiated a request for approval rules management. Please review the request." Below this, the form is divided into sections: "Customer ID" (20), "Customer Name", "Secondary Customer ID" (ALL), "Secondary Customer Name" (ALL), "Rule Type" (Financial/Non Financial), "Rule Code" (00000), and "Rule Description" (FixedLine). The "Initiator" section includes "Initiator Type" (User) and "User Group" (OSA000). The "Transactions" section includes "Transactions" (Term De). The "Accounts" section includes "Accounts" (1100). The "Currency" section is highlighted. An overlay window on the right shows the "Currency" (BMD), "Amount Range" (From Amount: BMD 1.00, To Amount: BMD 100,000.00), "Workflow Details" (Approval Required: Yes/No, Workflow: WF_200128456_2000114, Level 1, Ltd_GRP_ALL), and buttons for "Confirm", "Cancel", and "Back".

Rules Management

Review
You initiated a request for approval rules management. Please review the request.

Customer ID: 20
Customer Name:
Secondary Customer ID: ALL
Secondary Customer Name: ALL
Rule Type: Financial Non Financial
Rule Code: 00000
Rule Description: FixedLine

Initiator
Initiator Type: User
User Group: OSA000

Transactions
Transactions: Term De

Accounts
Accounts: 1100

Currency

Currency
Currency: BMD

Amount Range
From Amount: BMD 1.00
To Amount: BMD 100,000.00

Workflow Details
Approval Required: Yes No
Workflow: WF_200128456_2000114
Level 1
Ltd_GRP_ALL

Confirm **Cancel** **Back**

Figure 8.1.4

- An Approval screen appears. Click **OK**. The System may display a message 'Maintenance Submitted for Approval' if approval is required.
- Refer to Steps 7 to 12 in Section 7.1 Create Approval Workflow to complete the approval process.

8.2 View and Edit Approval Rule – Corporate User

1. Click **Rules Management** from the **Approvals** on the **Dashboard**.

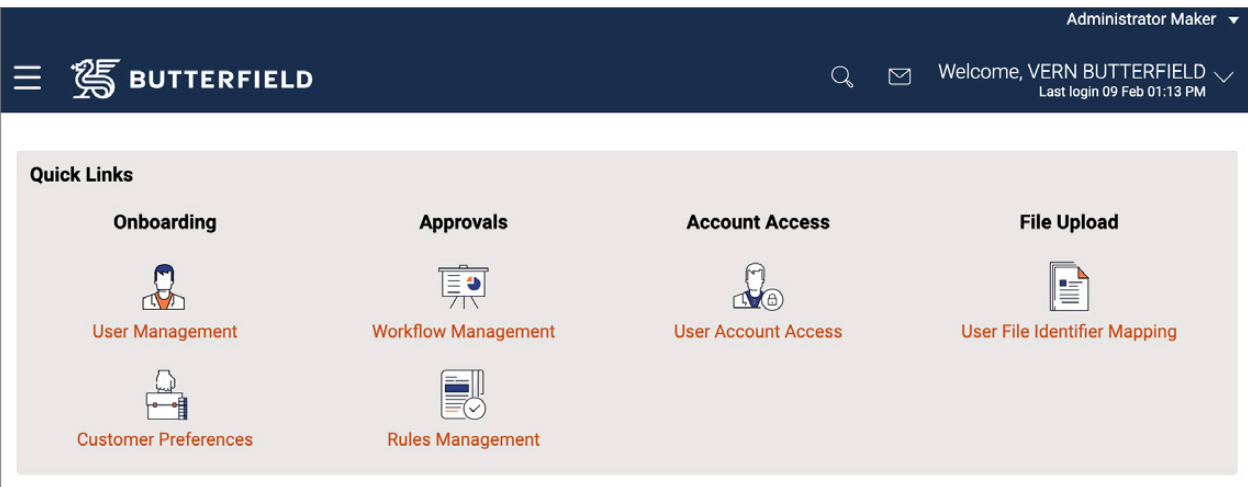


Figure 8.2.1

2. The system displays the Approval Rules maintained if any. Click on [Rule Code](#) link to view the details of the selected Approval Rule. Rules can be searched for ALL customers or to drill down to a specific secondary customer. Select a link under *Rule Code* to view details of a specific Rule.

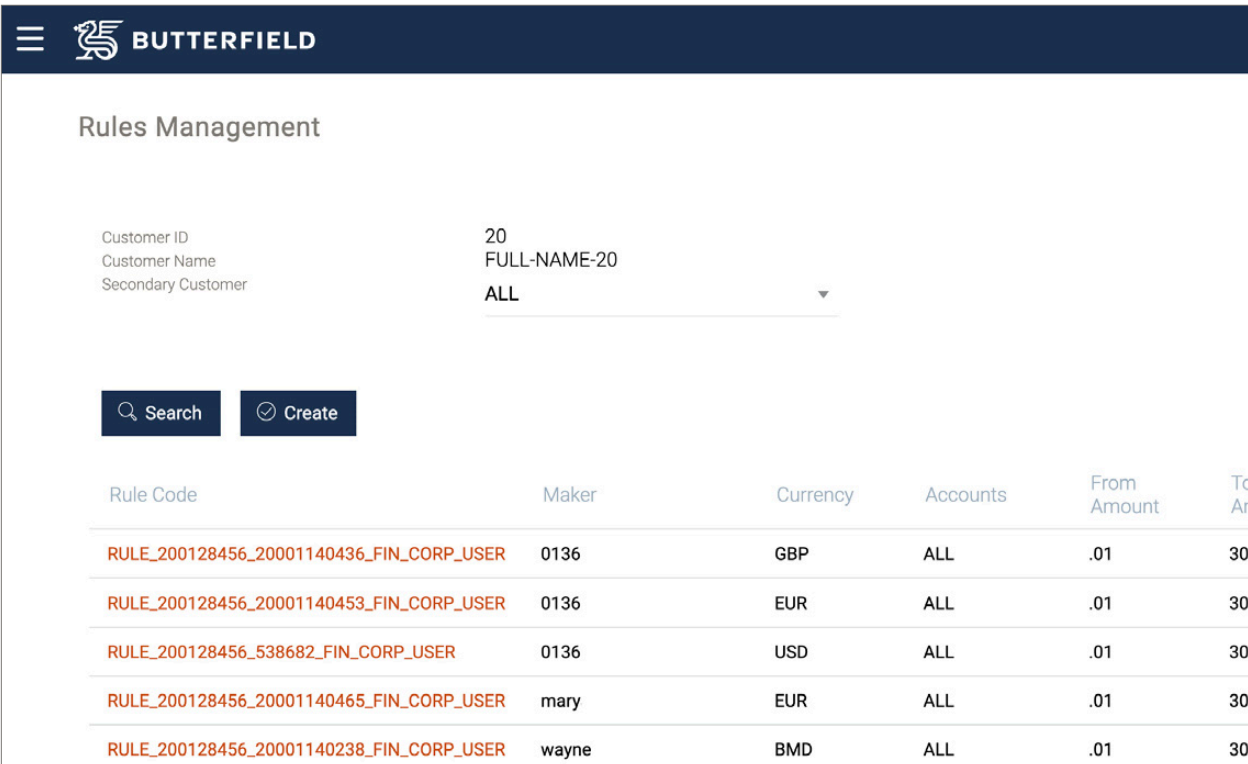


Figure 8.2.2

3. Click **Edit** to edit the maintenance or click **Back** to navigate to previous screen or click **Cancel** to close the maintenance process or click **Delete** to delete the maintenance process.

BUTTERFIELD

Rules Management

Customer ID20

Customer NameFULL-NAME-20

Secondary Customer ID2000

Secondary Customer Name

Rule Type

FinancialNon FinancialMaintenance

Rule CodeRULE_2001_538682_FIN_CORP_USE

Rule DescriptionRULE_2001_538682_FIN_CORP_USE

Initiator

Initiator Type

UserUser Group

FIRSTNAME LASTNAME (01)
User

Transactions

TransactionsAll Financial Transa

Accounts

AccountsALL

Currency

CurrencyUSD

Currency

CurrencyUSD

Amount Range

From AmountUSD 0.01

To AmountUSD 30,000,000.00

Workflow Details

Approval Required

YesNo


WorkflowWF_2001_538682
Level 1

Ltd_GRP_ALL

EditDeleteCancelBack

Figure 8.2.3

4. Update the required details.
5. Click **Save** to save Rule management Maintenance or click **Cancel** to cancel the transaction or click **Back** to navigate to the previous screen.



FIRSTNAME LASTNAME (01...
User

Transactions

TransactionsAll Financial Transactions

Accounts

AccountsAll

Currency

CurrencyUSD

Amount Range

From AmountUSD 0.01

To AmountUSD 50,000,000.00

Workflow Details

Approval Required

YesNo

WorkflowWF_2001_538682

Level 1

Ltd_GRP_ALL

Save

Cancel

Back

Figure 8.2.4

6. The review screen appears. Click **Confirm** to submit the request or Click **Cancel** to cancel the transaction.

Rules Management

Review
You initiated a request for approval rules management. Please review the details below.

Customer ID: 20
Customer Name: FULL-NAME-20
Secondary Customer ID: 2000
Secondary Customer Name:
Rule Type: Financial
Rule Code: RULE_20
Rule Description: RULE_20

Initiator
Initiator Type: User
FIRSTNAME: User

Transactions
Transactions: All Financial

Accounts
Accounts: ALL

Currency
Currency: USD

Amount Range
From Amount: USD 0.01
To Amount: USD 50,000,000.00

Workflow Details
Approval Required: Yes No
Workflow: WF_2001_538682
Level 1
Ltd_GRP_ALL

Buttons: Confirm, Cancel, Back

Figure 8.2.5

7. An Approval screen appears. Click **OK**. The System may display a message 'Maintenance Submitted for Approval' if approval is required.
8. Refer to Steps 7 to 12 in Section 7.1 Create Approval Workflow to complete the approval process.

9. My Reports and Report Generation

This section explains the steps a Corporate Administrator must follow to generate and view Reports. The Bank Administrator can generate various Adhoc Reports and can view the last generated Reports with respect to Report Status. A Corporate Administrator will be able to initiate an Adhoc (one time) or Schedule processing of Reports (monthly, daily, weekly) for available Report types.

9.1 Report Generation

How to navigate:

Menu Icon (☰) > Reports > Report Generation

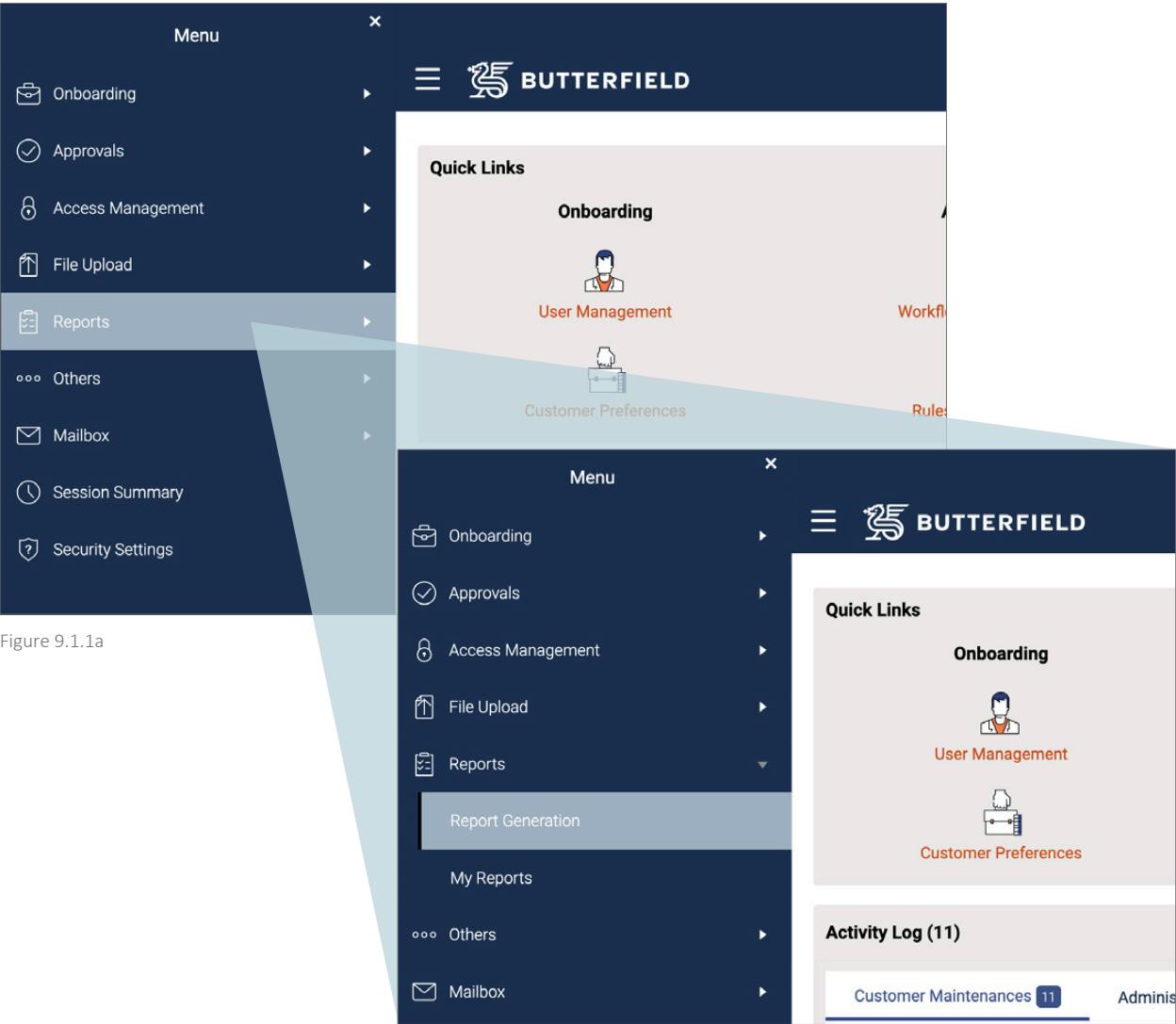


Figure 9.1.1a

Figure 9.1.1b

1. From the *Report* list, select the desired Report Type.
2. Enter the following fields to generate the Report:
 - a. Select the *Format* for the Report, e.g., PDF, Excel.
 - b. System displays the *Frequency* the Report will generate at – Add Scheduled Reports.
 - c. Enter *Customer ID* for whom the Report will generate, if needed.
 - d. Select the *User Type*, as Corporate for scheduled Reports.
 - e. Select the *Duration* – from date and to date for which the Report is to generate for Scheduled Reports.
3. Click **Generate Report** to generate the Report.

The screenshot shows the Butterfield Reports interface. At the top is a dark blue header with the Butterfield logo and a hamburger menu icon. Below the header, the page title is 'Reports'. There are two tabs: 'Adhoc' and 'Schedule'. The 'Schedule' tab is selected. Under the 'Schedule' tab, there are four input fields: 'Report Name' with a dropdown menu showing 'Party wise User Groups Report', 'Report Format' with a dropdown menu showing 'PDF', 'Party ID' with the value '2001', and 'Party Name' with the value 'FULL-NAME-2001'. At the bottom of the form are three buttons: 'Generate Report' (dark blue with a plus icon), 'Cancel' (light blue with an X icon), and 'Clear' (light blue with a circular arrow icon). On the right side of the page, there is a vertical sidebar with a scrollable list of report names, including 'With rep...', 'cus...', 'Nar...', 'whi...', 'sub...', and 'the...'. The main content area has a light gray background.

Figure 9.1.2

4. The success message along with the reference number appears. Click **OK** to complete the transaction. The request may require approval by the administrator.
5. Click on **View Reports** to view and download the generated Report.

The screenshot shows the Butterfield Report request confirmation page. At the top is a dark blue header with the Butterfield logo and a hamburger menu icon. Below the header, the page title is 'Report request'. There is a green confirmation banner with a checkmark icon and the text 'Confirmation Maintenance submitted for approval.' Below the banner, there are two rows of information: 'Reference Number' with the value '2302D29123F2' and 'Status' with the value 'Pending for Approval'. Below this information, there is a section titled 'What would you like to do next?'. This section contains two icons: a document icon and a clipboard icon with a plus sign. Below the icons are two links: 'View Reports' and 'Generate another Report', both in red text.

Figure 9.1.3

My Reports

230285471480001.pdf

25.2 KB • Done

erator Maker

ERFIELD

05:40 PM

My Reports

Adhoc

Both

Report Name

Report Sub Id

Generation Date and Time

Status

Party wise User Groups Report

230285471480-001

2023-02-23T16:46:06

PROCESSED

Party wise Payee Maintenance Report

220280525798-001

2023-02-22T18:04:07

ERROR

Page 1 of 1 (1-2 of 2 items)

<

>

1

<

>

Cancel

Note

You can view the list of all adhoc and scheduled reports from here which are already generated, failed or still under processing.

?

Figure 9.1.4

9.2 View Report

How to navigate:

Menu Icon (☰) > Reports > My Reports

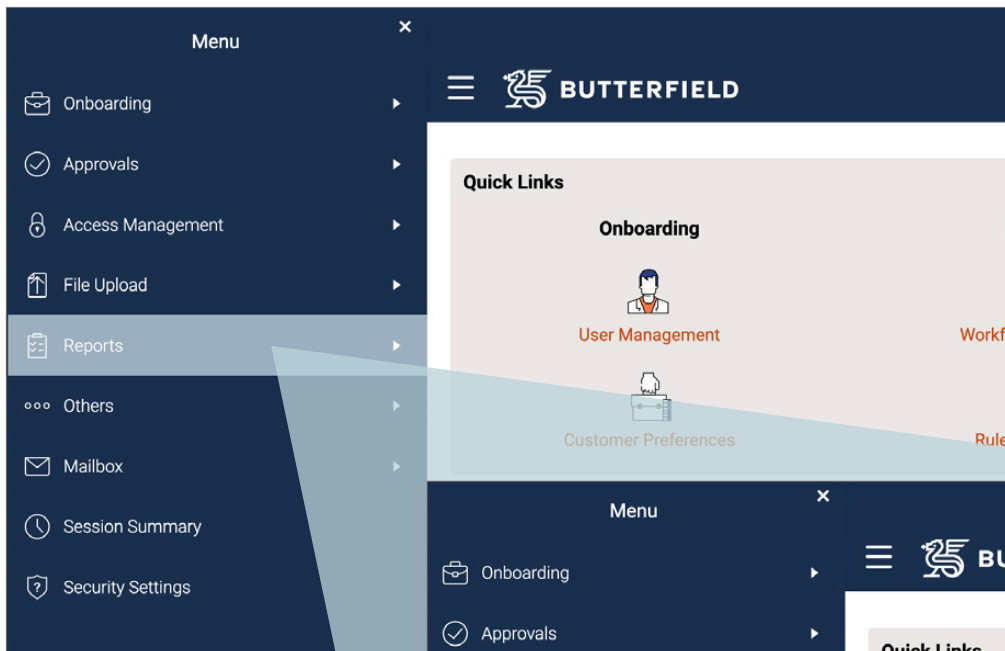


Figure 9.2.1a

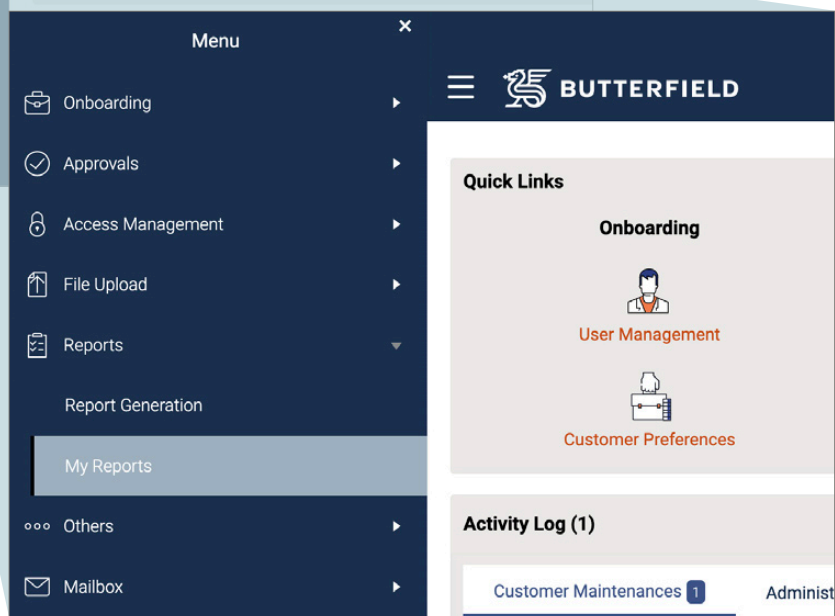


Figure 9.2.1b

Click on a *Report Sub ID* record to view and download the generated report.

230285471480001.pdf
25.2 KB - Done

My Reports

Adhoc
Both

Report Name	Report Sub Id	Generation Date and Time	Status
Party wise User Groups Report	230285471480-001	2023-02-23T16:46:06	PROCESSED
Party wise Payee Maintenance Report	220280525798-001	2023-02-22T18:04:07	ERROR

Page 1 of 1 (1-2 of 2 items)

Cancel

Note

You can view the list of all adhoc and scheduled reports from here which are already generated, failed or still under processing.

Figure 9.2.2

Home
Tools
230285471480001... x

1 / 4
135%

Party wise User Group

Party Id : 2001
Party Name : FULL-NAME-2001

Group Code: HamiltonPrpLtd2_GRP_ALL
Group Description: HamiltonPrpLtd2_GRP_ALL
Number of Users: 2

Sr No	User Name	User Id
1	Mr FIRSTNAME LASTNAME	jason
2	Mr FIRSTNAME LASTNAME	761

Group Code: ALL_CU_OF_2001
Group Description: ALL_CU_OF_2001
Number of Users: 28

Sr No	User Name	User Id
1	Mr Edwin DeCat	edecat2023
2	Mr Claire River	criver2023
3	Miss FIRSTNAME LASTNAME	annb
4	Mr FIRSTNAME LASTNAME	jason
5	FIRSTNAME LASTNAME	white
6	FIRSTNAME LASTNAME	smith
7	Mr FIRSTNAME LASTNAME	9761
8	FIRSTNAME LASTNAME	john
9	Mr VERN BUTTERFIELD	522
10	Mrs FIRSTNAME LASTNAME	linds

Figure 9.2.3