Standard Bank

PERMISSIONS MANAGER HOW TO GUIDE

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1 ABOUT PERMISSIONS MANAGEMENT OVERVIEW

WHAT IS PERMISSIONS MANAGEMENT?

Permissions Management concerns rules set by the authorised account Owner to grant, update or revoke access to various users within your organisati on, thereby controlling what they may see, do and spend on your Online Banking for Business (OB4B) profile.

OVERVIEW

Permissions management is associated with access rights, authorisation, approvals, and limits. These terms and functions all serve the same purpose: to ensure that only authorised users have access to your banking profile, financial data, and banking capabilities.

The Standard Bank Online Banking for Business platform provides the account Owner with a robust set of Permissions Management features, enabling them to manage:

- **Account Group management:** Create and manage access to Account Groups
- **Access:** Allowing and restricting user access
- **Approvals:** Deciding whether other users are permitted to approve some or all tasks
- **Limits:** Applying rule-based limits to spend at a user, and organisation level

PERMISSIONS MANAGEMENT BENEFITS

This sophisticated solution enables business owners to grant advanced access rights to trusted users and limit that access, allowing users to perform permitted functions and view authorised data only.

By using Permissions Management, Standard Bank enables you to build your own trusted banking environment where you can:

- Directly manage and control your organisation's permissions
- Control the permissions of your employees by granting, updating, or revoking access
- Access a more secure banking platform for your organisation, available via public channels (mobile app and web browser), where every user has their own username to access the platform
- Limit access to your organisation's data and information to restricted users.
- Minimise errors and fraud using a robust functionality for approvals and limits

2 ABOUT USER ROLES

OWNER ROLE

Only the Owner role has access to the permissions functionality to assign permissions.

Once the organisation's rules for permissions have been set, the Owner can invite additional users to access the organisation's digital profile.
For example, you might invite another business owner who will approve payments, an accountant or bookkeeper who will initiate payments and the office administrator or data-capturer who will perform general admin tasks.

ASSIGNING USER-ROLES

User-roles on the Standard Bank Online Banking for Business platform determine the user's level of access on your digital business profile, in other words what they can see and what they can do, such as the following:

- **Owner:** Full permissions, plus the Owner is the only user who can allocate job roles and account groups
- **Manager:** Has the same permissions as the Owner with one critical difference: they cannot make changes to the Owner's permissions
- **Capturer:** Can capture payments and transfers as well as create or edit beneficiaries but requires approval from an Approver to complete any action
- **Approver:** Can authorise or decline captured payments, transfers, and beneficiaries
- **Viewer:** View accounts, balances, beneficiaries and transaction history
- **Salary Payment Approver:** Can authorise or decline captured salary payments, transfers and employees.
- **Salary Payment Capturer:** Can capture salary payments and transfers as well as create or edit employees. Needs approval before action is complete.

MAINTAINING STRONG SECURITY PROTOCOLS

1. Never share login details

Each individual user should have their own login details. This enables the Owner to track the actions of different users. If the sharing of login details is permitted, you will be unable to track which user is responsible for making changes or initiating transactions. The sharing of login details results in an unreliable audit trail and opens your organisation to the risk of login details falling into the wrong hands.

2. **Strengthen your digital profile with DigiMe**

Standard Bank's DigiMe solution strengthens and secures your digital profiles by adding an extra layer of security to user logins through multifactor authentication. Visit www.standardbank.co.za for more information.

Examples of permission control in action:

Role Players: Ndumiso and Mary

- **Access control:** To ensure optimal productivity and output, bookkeepers Ndumiso and Mary are both allowed to initiate/load payments
- **Limits:** As the senior bookkeeper, Ndumiso is permitted to approve domestic payments of up to R10 000 from any business account, so long as he did not initiate the payment himself
- **Approvals:** To limit costly losses and errors, any amount above R10 000 will require authorisation by two additional users

3 CREATING USERS AND ASSIGNING THEIR PERMISSIONS

1. ADDING OR REMOVING OWNERS

Your banker is responsible for adding or removing the rights of Owners from the core banking system. Please contact your banker for help in setting up the Owner rights and permissions.

2. ADDING, UPDATING OR REMOVING USERS

Only the organisation's Owner and Designated Owners who have rights to Manage Users Permissions, can invite new users into the organisation's banking profile.

User roles can be updated to mirror a change of responsibilities within the business and users can be deleted when they leave your organisation.

There are no limits on the number of users you can invite into an organisation and there is no charge for adding users.

All people in the company with signing powers on the account can be users however, the Owner will need to make them users by assigning permissions to them. Steps to follow to grant the access:

- Login to Online Banking for Business via www.standardbank.co.za
- Enter your username and scan the QR code
- Click **'Transact'**
- Click **'User roles and Permissions'** under **'Manage'**
- Click **'User and Permissions'**
- Click **'Add User'**
- Click again on the **'New user'** added
- Click **'Advanced set up'**
- Click **'Assign job role'**
- On the next screen, click **'Assign Account Groups'**
- Click **'Save'** on your top right hand side

ONLINE BANKING FOR BUSINESS PLATFORM FEATURES

You can organise your existing bank accounts into groups in the Account Groups section

- You can view your users and manage their permissions
- You can assign policies in the Approval Workflow section
- You can view the tasks of various job roles in the Job Roles section
- You can set up your own transactional limits
- You can have dual release options on transactions where you have other owners in the entity
- The owner of the company is able to set up transactional user limits for different roles
- The owner can group accounts and enable different roles to view different groups
- If you are an owner and you are a related party on other multiple business entities, you will be able to move between your business profiles while on that single sign on
- It's a business platform separate from your personal account, that you can use to access accounts and transact
- If you have access to multiple organisations, the user will be added to the organisation's profile that you're logged into when you invite them

4 ABOUT APPROVALS OVERVIEW

WHAT ARE APPROVALS?

Approvals refer to any process that requires one or more users to approve or reject requests initiated by another user.

OVERVIEW

In any business environment, when two or more people perform related or overlapping functions, the level of complexity is increased. Therefore, if you have multiple users assigned to your digital banking profile, it's essential to understand their specific duties and responsibilities before setting up approvals.

For example:

- Who is allowed to make payments in your business?
- How many people are required to decide whether a payment can be processed?
- Should your business have different approval criteria for payments that exceed a certain threshold amount?

SEGREGATION OF RESPONSIBILITIES

These considerations call for the segregation of responsibilities or duties – which is where the following Approval functions help.

Approval required for Business Functions

- You may need Approval for certain Business Functions, such as loading new or editing existing beneficiaries
- You can set Approvals for business functions that involve creating, updating, or deleting

Approval requests

- An Approval Request is needed when your Approval settings dictate, for example, that one user will initiate a payment, but one or more different users will need to approve the payment

Approval Process

- During the Approval Process, the pending approval request can be rejected or approved

Approval states

- **Pending:** One or more approvals are still needed
- **Approved:** All approvals have been provided
- **Rejected:** One or more users have dismissed the request

Policies

- Policies define the criteria for an Approval request to be fully approved. For example, you may stipulate whether only one user needs to approve, or if two users with different approval levels must approve, or if no approval is needed
- Assigning policies is mandatory because Approvals cannot process business functions without a policy
- For organisations that do not require any approval process, a 'zero-approval' policy must be created by selecting 'No approver'

5 CREATING APPROVAL POLICIES AND SETTING UP LIMITS

HOW TO CREATE AN APPROVAL POLICY RULE

An Approval Policy refers to the rules that determine the number of users required to approve a request, based on the permissions set up of user profiles or roles.

You can think of the Approval Policy as an 'Approval Workflow' – the sequence of events needed to initiate and then approve an action. For a simple Approval Policy, an item will only require one approval to move to the Approved state. A more complex approval policy may require approvals from three users before an item is fully approved.

Please follow these steps to create or edit an Approval Policy:

- Login to Online Banking for Business via www.standardbank.co.za
- Enter your username and scan the QR code
- Click **'Transact'**
- Click **'User roles and Permissions'** under **'Manage'**
- Click **'Approval policies'**
- Click **'Assign Policy'** on the business function you would like to add a policy
- Click on the **'Select policy'** from the **'dropdown'** arrow
- Select the **'number of approvers'** you require for the business function
- Click **'Assign'**
- Tasks that require approval will be marked as Pending Transactions on the platform

SETTING UP LIMITS

If for example, you assign an Approval Policy to a business function related to Payments; you will also have to set payment limits.

Limits

- Limits mitigate exposure risk for customers and financial institutions. Limits impose financial restrictions on payments that you or your employees can create or approve
- Setting up the rules for limits is required to support Approval Workflows. Any change in a limit rule will need to be approved as per the Assigned Policy for limits that you have set up in that Approval Workflow

Global Limits

- Global limits are blanket limits created on the bank level for all clients
- Once created, global limits are effective immediately for all new and existing entities
- An example of a global limit is when the bank determines that an electronic payment cannot exceed R5 million per transaction

Customer Limits

- As the term indicates, a Customer Limit can be set by you the client, or with your instruction by bank employees. These limits can either be:

o Transaction limits: Restrict the maximum amount permitted per single payment

o Periodic limits: Where expenditure is restricted within certain periods

How to set Periodic limits, by user:

- Click on your Username in the top right section of the navigation menu
- Login to Online Banking for Business via www.standardbank.co.za
- Enter your username and scan the QR code
- Click **'Transact'**
- Click **'User roles and Permissions'** under **'Manage'**
- Click **'Users and Permissions'**
- Select the **'User'** you wish to set the limits on
- Look on your **'top right'** screen and click 'add'
- Enter limits where applicable: •Per transaction •Daily •Weekly •Monthly •Quarterly •Yearly
- Click 'Save'

6 GLOSSARY AND CONCEPTS ACCOUNT GROUP

ACCOUNT GROUP

- A grouping mechanism for arrangements. Account Groups contain one or more arrangements owned by participating legal entities that share arrangements. You can include one arrangement in multiple account groups

ARRANGEMENT

- A generic concept to represent an instance of any product held by a client. For example, ABC Construction's 25-year commercial property loan or its MarketLink investment account would both be considered as Arrangements

BUSINESS FUNCTION

- A specific task that a user performs. For example, if the company ABC Construction regularly performs payments in a batch, the Business Function will allow users to make multiple credit transfers in a batch. Each Business Function has one or more available privileges such as viewing, creating, approving, cancelling, or rejecting.

JOB ROLE

- Job Roles group Business Functions and Privileges to enable or restrict the performance of tasks, for example the ability to create, cancel or approve SEPA CT payments. For instance, one Job Role can be set to allow users to approve payments of up to R100 000. Whereas another Job Role can enable users to approve payments over R100 000. It's possible to further constrain Business Function privileges using Limits. •With Job Roles that consist of Business Functions, you're able to easily assign multiple tasks to a single user in one step. •Job Roles are set according to your Service Agreement

LEGAL ENTITY

- Any personal or non-personal entity involved in a Transaction or Arrangement with the bank is termed a Legal Entity. Both the bank and its clients are legal entities

PAYEE

- A Payee is a contact that a client elects as the counterparty of a payment order. Simply put, a Payee is someone a client wants to pay via a payment order

PAYEE GROUP

- A grouping mechanism for Payees. Payee Groups contain one or more payees as defined in the context of a Service Agreement. The Payee Group manages access for making payments to Payees. A Payee can be included in multiple Payee Groups

PERMISSIONS

- When you assign a Job Role to a user, that user will have Permission to perform certain Business Functions with assigned Privileges that are determined by that Job Role in the context of the Service Agreement
- Additionally, you may further restrict a user to an Account Group and/ or Payee Group. You can assign the Account Group or Payee Group to the user's combination and the Job Role. The settings in Job Roles, Account Groups, and Payee Groups enable you to refine access control.

PRIVILEGES

- Privileges refer to the action/s a user is permitted to perform for specific business functions

PRODUCT

- Any financial instrument offered to you by the bank. Credit or debit cards, business cheque accounts and revolving credit plans, are all examples of products. A product holds reference data such as the date and channel availability

USER

- A person who interacts with the bank and uses Standard Bank's applications on behalf of a Legal Entity

SERVICE AGREEMENT

- A contract that includes one or more Legal Entities. A Legal Entity participating in a Service Agreement can allow a subset of its users to act through that Service Agreement.
- It will enable a subset of its Arrangements to be accessed through the Service Agreement.
- Within each Service Agreement, Permissions to perform specific tasks are granted to users, including access to Arrangements shared by one or more Legal Entities (participating in that Service Agreement). As such, a Service Agreement is a way to give third party users/company employees specific access to your Arrangements.

THANK YOU

DIGITAL CLIENT EXPERIENCE