Modulr

Virtual Cards

Managing virtual Cards in the Modulr Portal

modulrfinance.com

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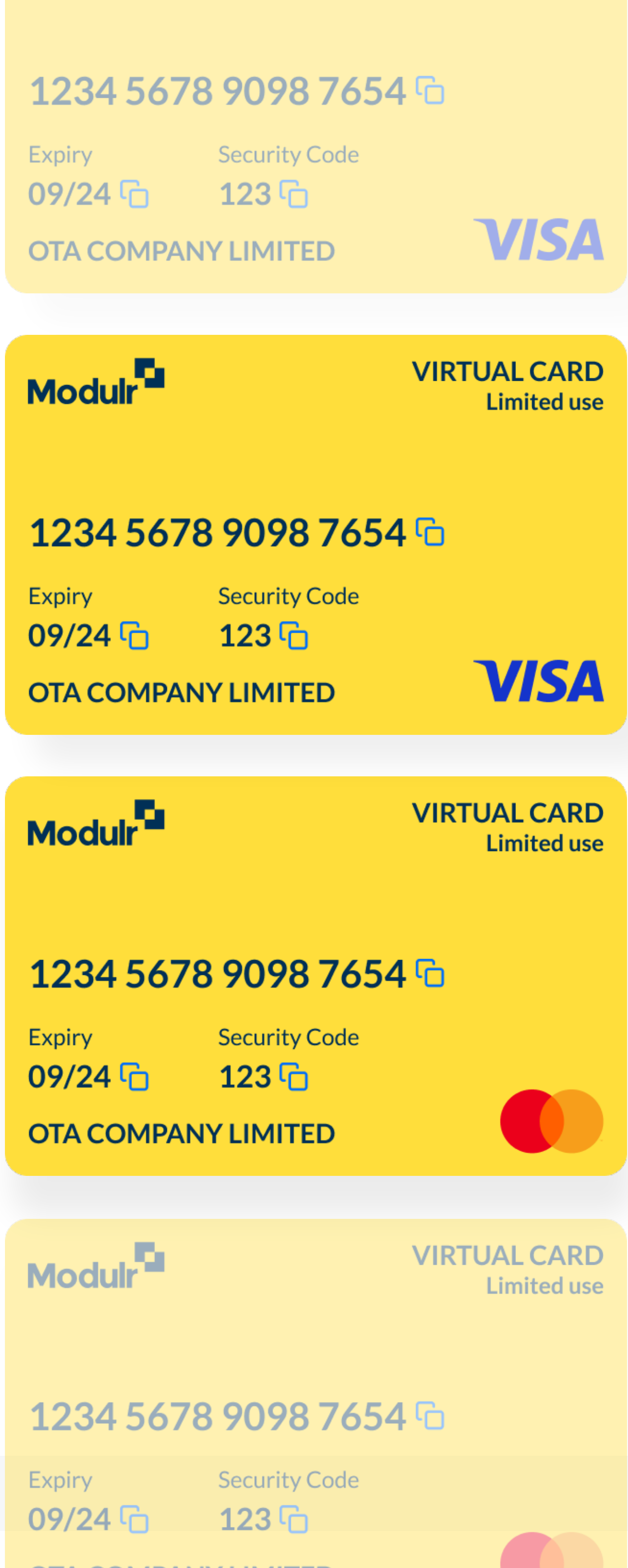


This guide outlines how to navigate and use the Modulr Portal when creating and managing Virtual Cards.

There's also guidance on:

- Managing Accounts
- Moving Money
- Making Payments
- Managing Beneficiaries
- Downloading Reports
- Managing Users
- Configuring Settings.

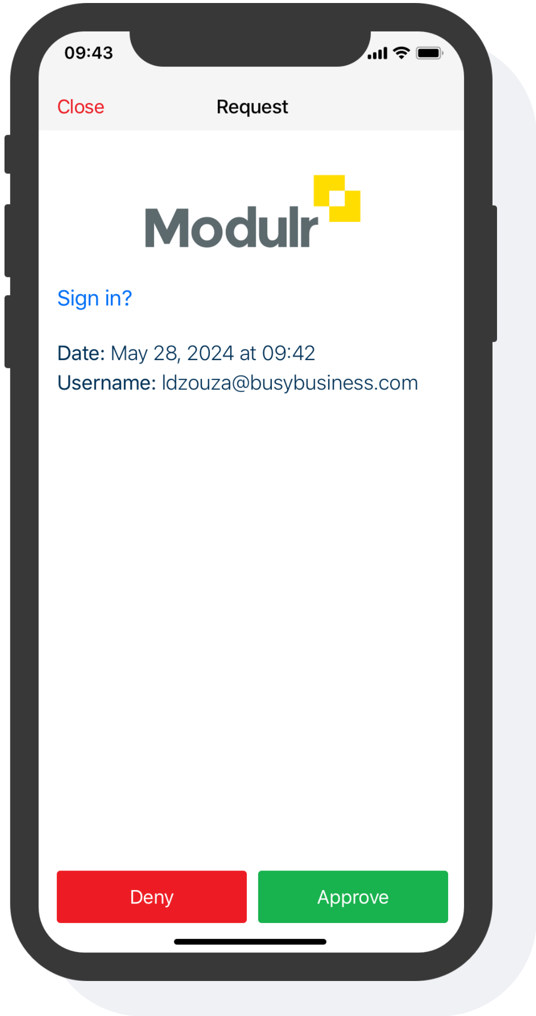
1. Two-factor Authentication (Authy) set up and usage

Certain tasks and features such as signing in, creating Beneficiaries and Approving payments in the Modulr Portal require an authentication step using a Two-factor authentication (2FA) mobile app called Authy.

You'll need to download the app and complete the registration **prior** to signing in to the Modulr Portal for the first time.

Two-factor authentication provides an additional layer of security to the action being performed.

Authy sends a notification from the app on your phone when an action in the Modulr portal requires a further step of authentication. Confirming the notification in Authy is a secure way to confirm that it is the correct registered user using the portal and accessing the accounts.



2. User permissions and setup

There are six different types of user level in the Modulr Portal. Different users will be able to execute specific actions.

The following list describes the permissions a user has in the Modulr Portal. This will be useful reference when reading the approvals and beneficiaries sections of the guide.

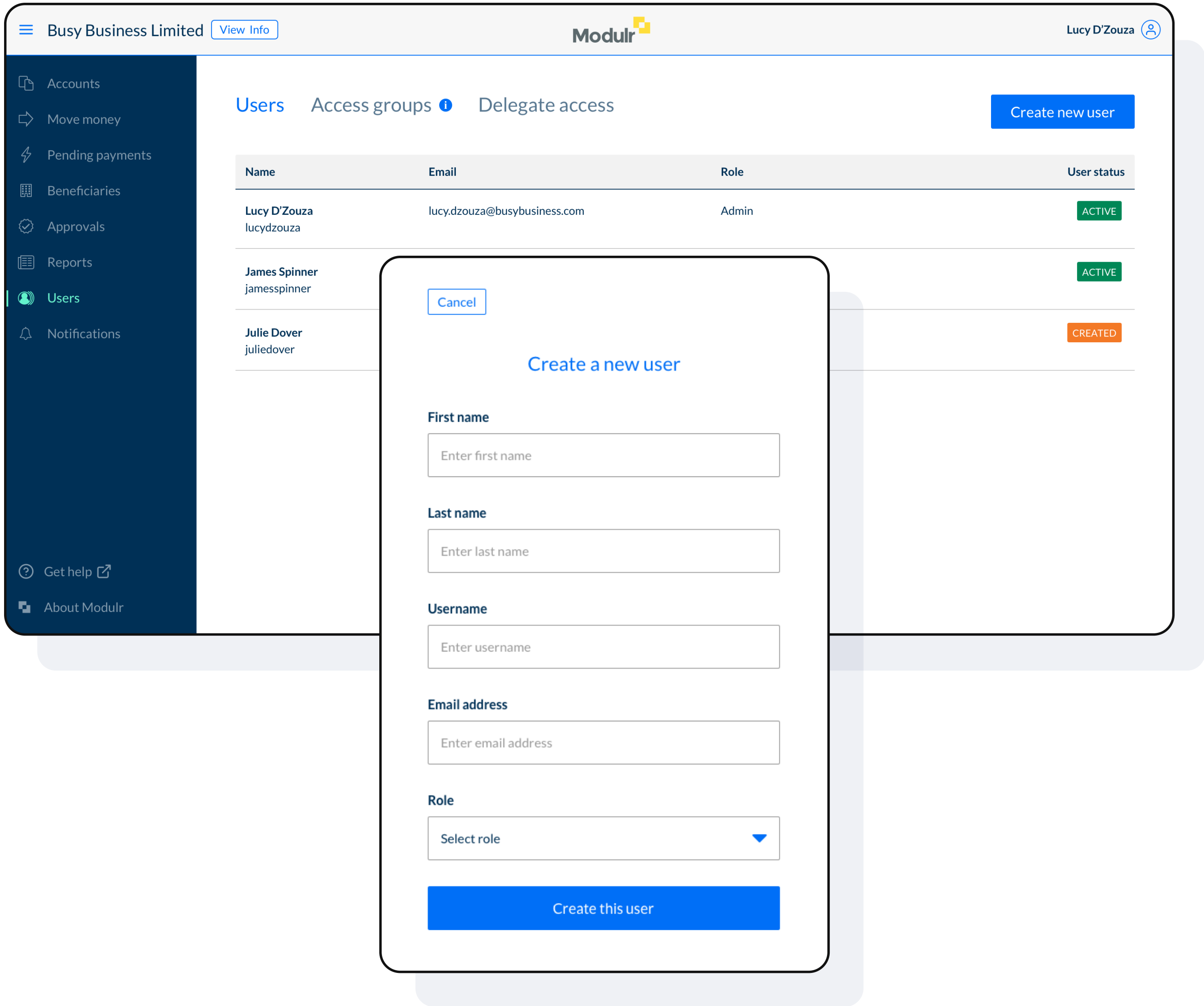
ⓘ Only Users with Admin permissions can see the Users option in the side menu and manage Users.

Role	Description
View	Can view Cards, Accounts, Move Money, Pending Payments, Beneficiaries, Settings and Notifications but not action any changes, manage users or make approvals.
View + Approver	The permissions are the same as **View** with the addition of being able to approve payments and beneficiaries.
User	Can Create, edit and cancel or block Cards, View and make changes to Accounts, Create Payments, Create and delete Beneficiaries and change settings and Notifications.
User + Approver	The permissions are the same as a User with the addition of being able to approve Payments and Beneficiaries.
Admin	Create, edit and cancel Cards, Create, delete and make changes to Accounts, Create payments, Create and delete Beneficiaries, Create, edit and delete Custom Fields and change Notification settings as well as create and manage Users.
Admin + Approver	The permissions are the same as Admin with the addition of being able to approve payments and beneficiaries.

2.1 Creating Users

Any user with Admin permissions can create new Users, as well as edit and delete them.

1. Select ‘Users’ in the side menu.
2. The page displays all the users who have access to your accounts.
3. Select ‘Create New User’.
4. Complete the details on the form that’s presented.
5. Select the role you wish to give the new user. This determines what they can access.
6. Select ‘Create This User’ to finish.
7. The new User will appear in the table with a status of ‘Created’. The new User will receive an email with instructions on how to complete their setup.
8. Once they have completed their setup, they will show as ‘Active’ in the Users table.



3. Settings

In the side menu, the Settings option allows you to enable Notifications and set up Custom Fields for when creating cards. Setting these up as an initial step is useful, as once you create cards, your enabled Settings and Notifications will already be in place.

ⓘ The settings and notifications that you choose to enable will apply to **all** your accounts.

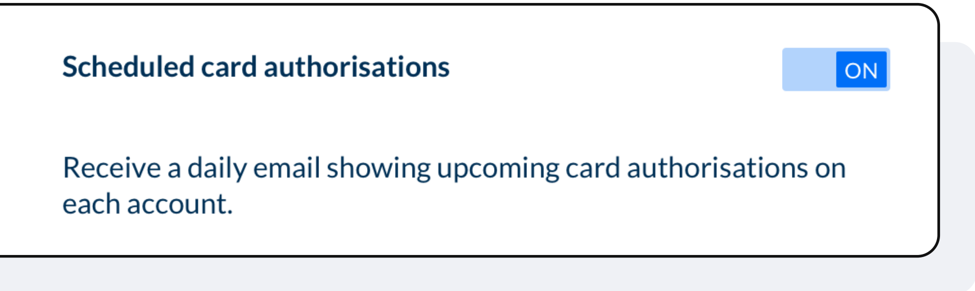
3.1 Notification Settings

Payment summary:
An email notification sent when pending payments (payments requiring funds, future dated and those requiring approval) need attention.

Funds in:
An email notification sent when funds above a chosen amount are paid in. You can choose to set this to zero (0) to receive emails when any funds arrive.

Balance below:
An email notification sent when balance is below a chosen amount.

Balance above:
An email notification sent when balance is above a chosen amount



Scheduled balance alerts:
An email notification sent with account balances on selected days.

ⓘ You can choose between receiving the email in the AM or PM and select which (or all) days you would like to have the alerts sent. For example, if every day and AM is selected: Modulr will send emails Every day between 5am-11am.

Scheduled card authorisations:
An email notification sent daily showing upcoming card authorisations on each account.

Statement notifications:
An email notification sent when new account statements become available.

Select 'Save Changes' when you're done.

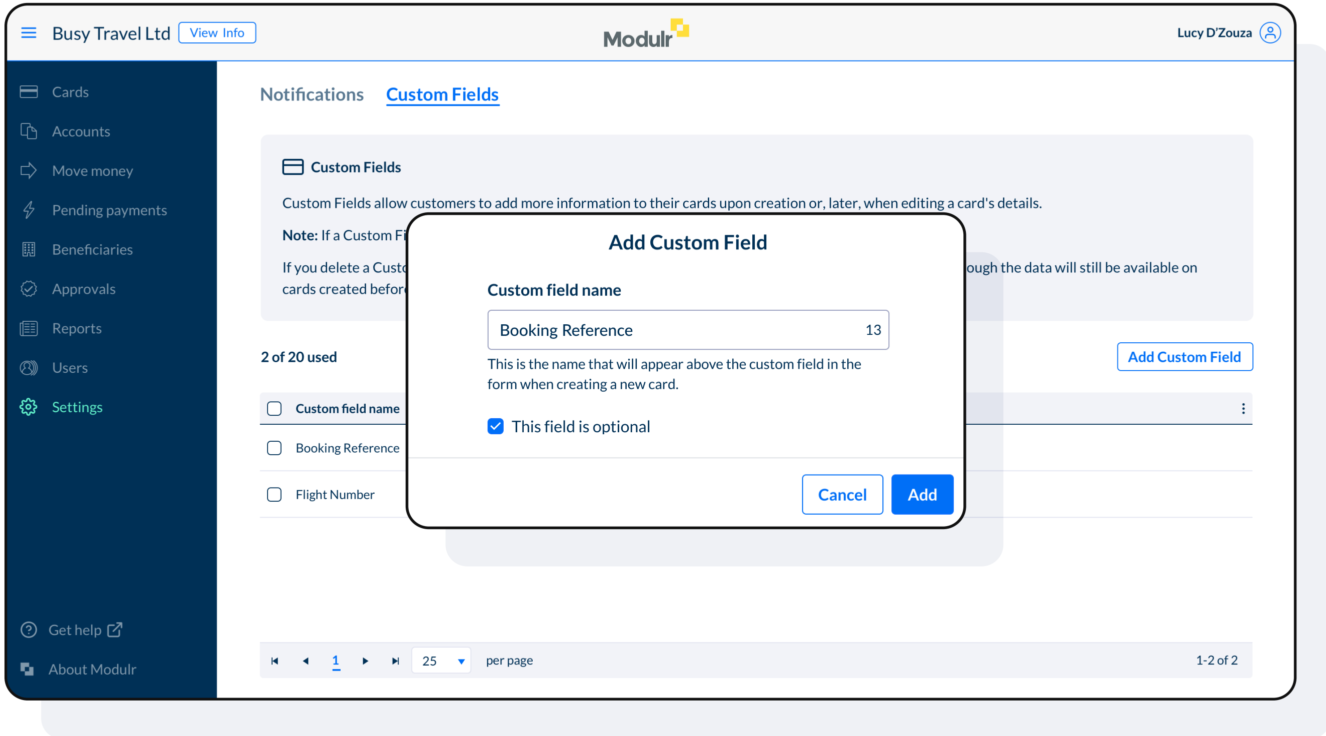
3.2 Custom Field Settings

In the Custom Fields tab in Settings, you can add the custom reference fields you would like enabled for cards. Custom reference fields enable you to provide additional contextual information per card booking to support future reconciliation.

ⓘ If a custom field is deleted, its data will be preserved on any cards it appears on. If you delete a Custom Field in this Settings screen, the field will no longer appear on new Create Card forms, though the data will still be available on cards created before the field was deleted.

For example, there might be a hotel booking reference, an airline reference, or the customer's name. These could all be used to support internal reconciliation. There is the ability to create up to 20 active Custom Fields that you can complete when creating Cards. They can also be populated later, when editing a Card's details.

Select Add Custom Field, choose a name for the field and select 'Add'.



4. Cards

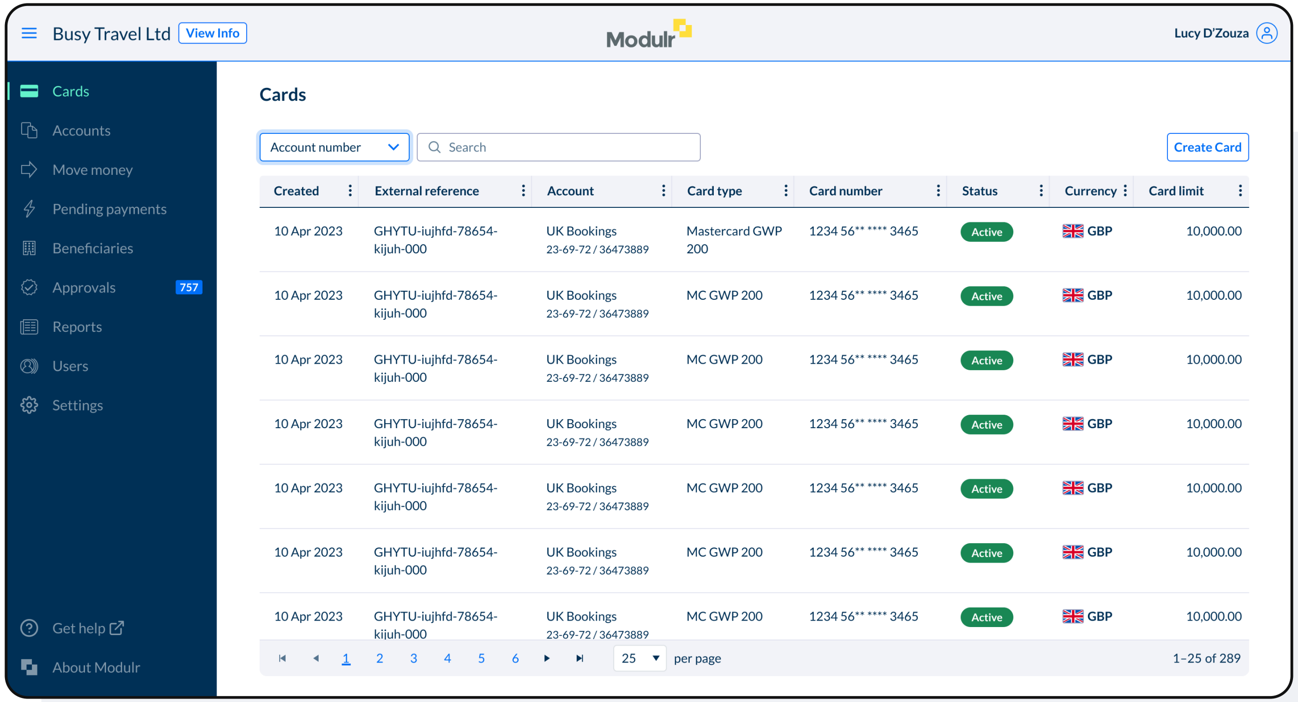
The Cards page is where you'll create, view and manage your Cards. This is the screen you'll land on after signing in to the Modulr Portal.

After you have successfully signed in to the Modulr Portal using our 2-factor authentication app, Authy, you'll land on the Cards screen. From here you can easily create and manage Cards, and navigate to other sections in the side menu.

The Cards screen allows you to view all Cards across all your accounts and search for different information such as Booking Reference, External Reference, Account sort code, and Card number to find specific Cards.

For example: Enter a Booking Reference (if you have Booking Reference as a Custom Field), into the search bar at the top of the Cards table and any Cards associated with this booking will be shown in the results. Select a Card to view its details.

ⓘ You must enter the exact term you are looking for in the search box or the search will return no results. For example, if booking reference was '012345678', but '01234' was entered, no results would appear.



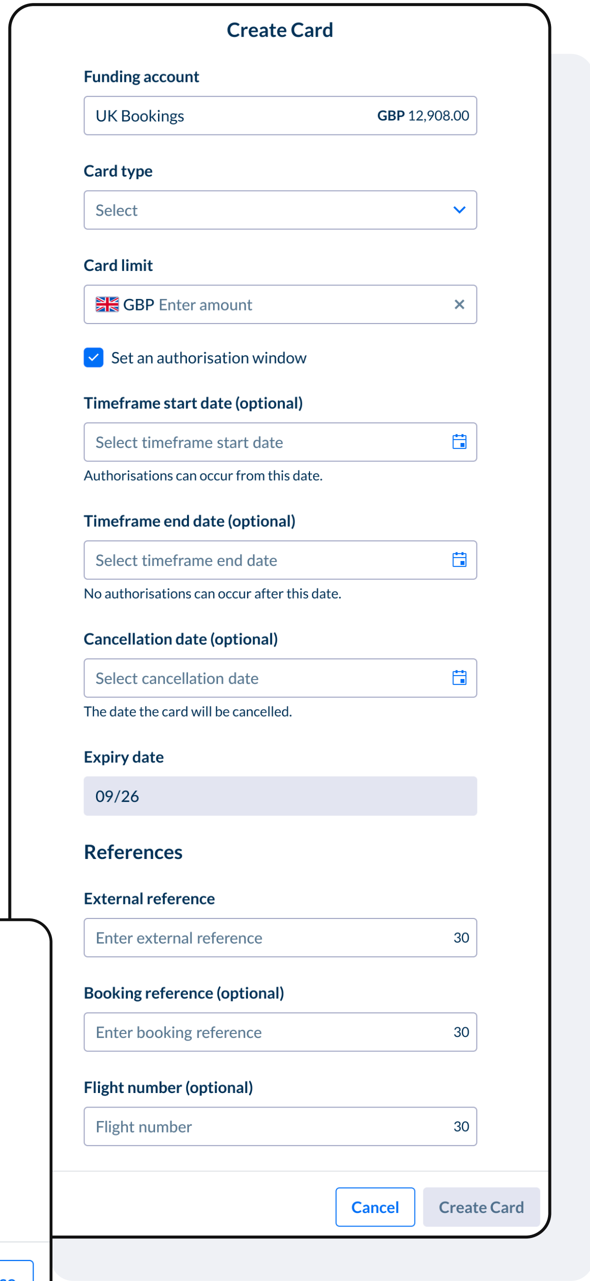
4.1 Creating a Card

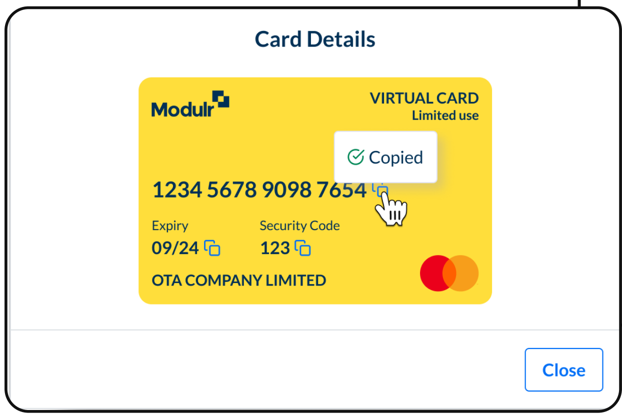
To create a card, select 'Create Card in the top right and complete the requried fields in the form.

Information required

- The **Funding Account** that the card is associated with – select from a list of your existing Accounts.
- The **Card Type** e.g. VISA IDX 160 or MC GWP 200 – The dropdown list will show the card types available to you.
- The **Card Limit** you wish the card to have (the maximum that can be spent on the particular card).
- The **Authorisation Window** for the card: Select the check box to show the authorisation window start and end date fields (see the images).
- The Card's **Cancellation Date**: This is an optional field, if you choose not to add a cancellation date, the card will be cancelled upon expiry. The Cancellation Date offers you more control to cancel a Card once it has been used for a specific purpose.
- The card's **Expiry Date** is auto generated to be 3 years from the date of creation and can't be changed.
- The **Custom Fields** will also appear if you have chosen to add them in Settings, and when creating a Card, you can populate the fields that are relevant for this card.
- An **External Reference** is a mandatory reference that must be added to create a Card.

Once you have created the Card, you'll see the Card and all its details in a pop-up. From here you can copy and paste the card details to avoid errors when using the card. To view these details at any time from the Card details screen, select 'View card number' from Card Options.





4.2 Card Authorisation Window

The Authorisation Window allows cards to only be authorised during the set timeframe.

For example, if a customer makes booking a year from now, we protect the Card from being authorised until the hotel payment period. This prevents authorisations from taking place on a Card outside the agreed time and gives you greater control over the use of the Card.

4.3 Card and Account Information

Once a card is created, it will appear in the list of cards on the screen. You can then select the card you wish to view, and view it's full information and activity:

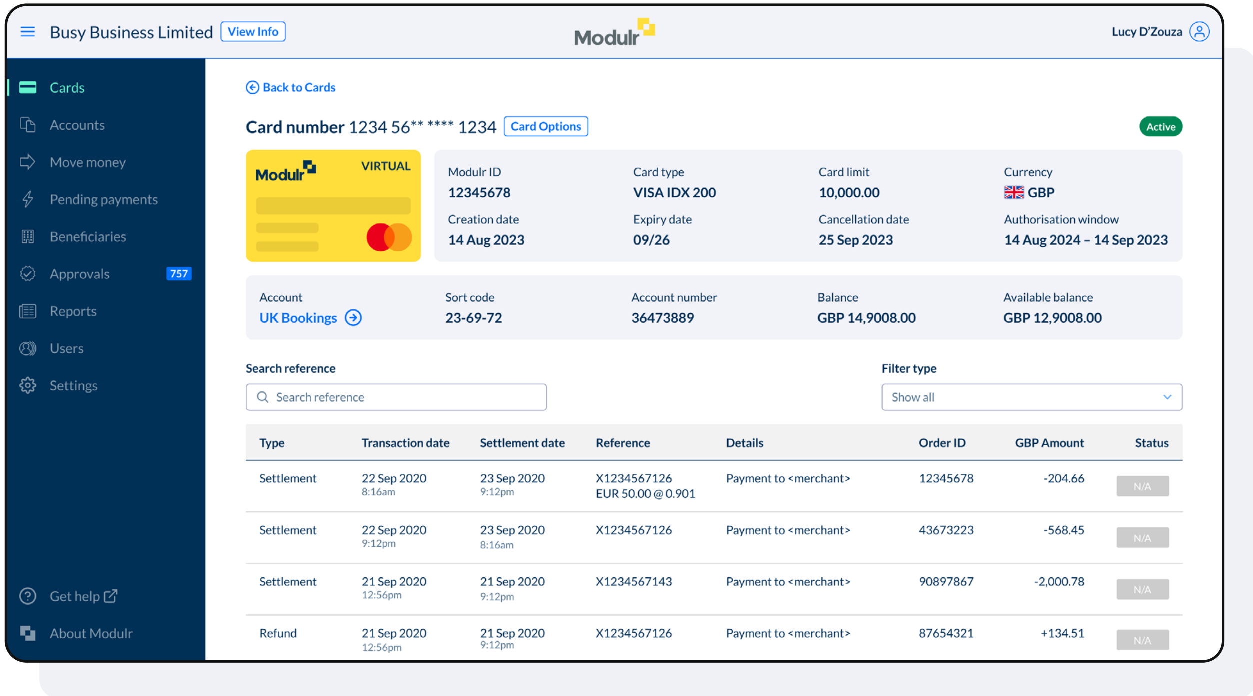
- Modulr ID (this is an internal reference number associated with a particular card)
- Card Type
- Card Limit
- Card Currency
- Expiry Date
- Cancellation Date
- Authorisation Window
- Account Information associated with the card e.g. balance and available balance

4.4 Card Activity

You can also view all activity associated with the card:

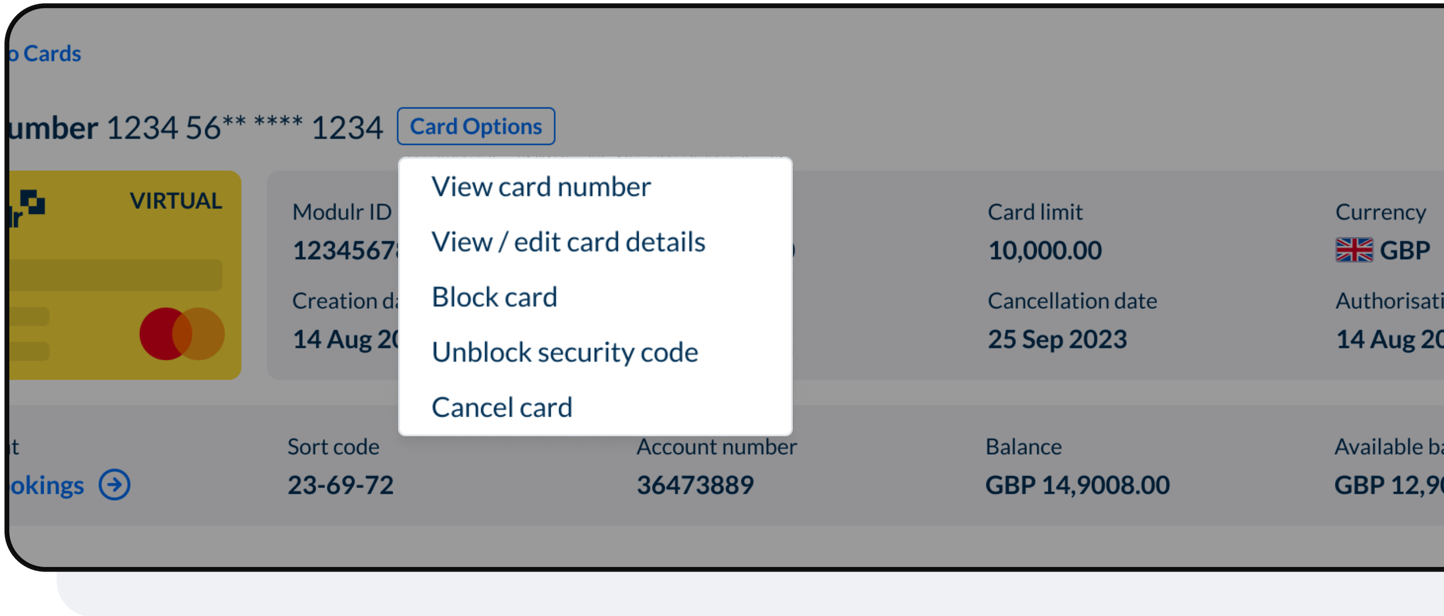
- Type of transaction
- Transaction Date
- Settlement Date
- Reference
- Order ID
- Amount
- Status (Declined, Approved, Settled, Expired, N/A)

ⓘ Learn more about Card Statuses and the Transaction Lifecycle.



4.5 Card Options

Card Options at the top of the Card info panel allows you to control various aspects of the card.



- **View the Card number** (this is masked on the main screen for security).
- **View/edit Card details** Selecting this opens the original form from when you created the card where you can edit the card limit, the authorisation window dates (if it hasn't begun), the cancellation date and any Custom Fields.
- **Block** the Card.
- **Unblock** the **Security Code**.

ⓘ The card security code is the 3-digit number used to enable a card transaction; this can be blocked if 3 incorrect attempts when using for a payment. To unblock the code, select this option.

- **Cancel** the Card.

5. Move Money

If you require an alternative method of payment aside from Virtual Cards, the Move Money section is where you can make UK domestic payments and domestic and cross border payments within the SEPA area in both GBP and EUR between your own accounts and to saved or new Beneficiaries. This enables you to pay suppliers etc directly from your Modulr Accounts in the Portal.

ⓘ Payments can only be made between accounts and beneficiaries of the same currency.

5.1 Pay to a Saved Beneficiary

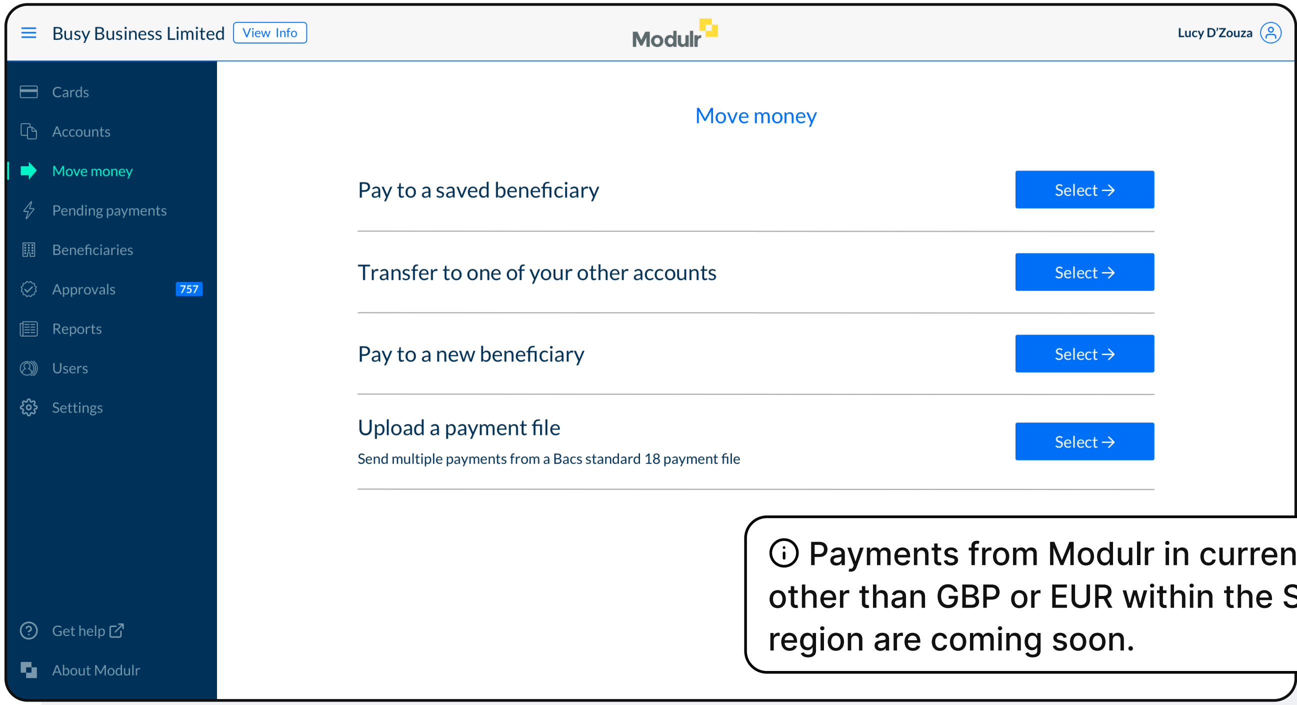
Select 'Pay to a saved beneficiary' and choose the sending account. The 'To' dropdown list will show all the saved beneficiaries you can pay to from the selected account. Add a reference message and the amount. You can also add an optional external reference and schedule the payment date. See page 19 to learn how to create a new Beneficiary.

5.2 Transfer to one of your other Modulr accounts

This is a real-time internal transfer of funds between your accounts. Select the Account from which you wish to transfer funds and the Beneficiary you wish to receive the funds. You can also add an optional external reference and schedule the payment date.

5.3 Pay to a new beneficiary

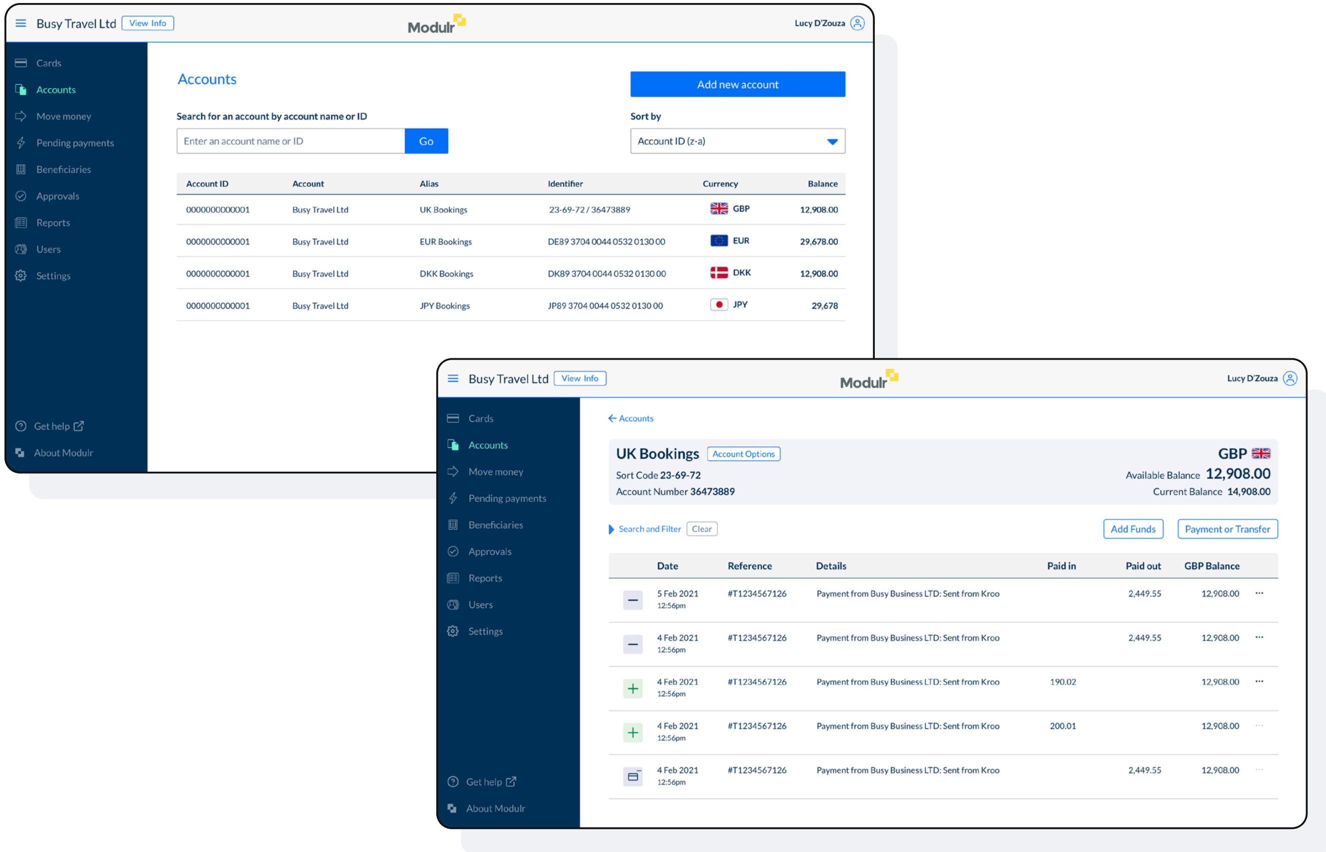
When selecting 'Pay to a new beneficiary', users can pay Beneficiaries that have not previously been saved. This form requires a Beneficiary name, Sort Code (GBP) or IBAN (EUR), Account Number (GBP). You can also add an optional external reference and schedule the payment date.



ⓘ Payments from Modulr in currencies other than GBP or EUR within the SEPA region are coming soon.

6. Accounts

You can create and manage multiple e-money accounts in the Modulr Portal. Accounts can be created in GBP or EUR. Each account can be given a unique nickname (‘Account Alias’) and has its own sort code and account number or IBAN and BIC, depending on the currency of the account (the currency of the account can be found at the top of any account view) and can be used to receive and make payments.



6.1 How to view an Account

- Navigate to Accounts in the side menu, a list of all the accounts you have access to will then be shown.
- Select the account you want to view.
- The account view displays the available and current balance (may differ depending on any transactions that have been authorised but that are yet to be posted to the Account).
- The Account Details are found at the top of any account view, this may be a sort code and account number or IBAN and BIC depending on the account currency.
- All transactions for a specific Account are displayed in the transactions list.
- To return to the main list of all your accounts, Select back/Accounts in the top left (or select ‘Accounts’ in the side menu.

6.2 How to view and search transactions

An account's transactions appear under the account information when viewing an individual account.

- While viewing a specific account, select 'Search and filter transactions' to enter criteria to allow you to carry out the search.
- You can search using a keyword such as a Beneficiary's name, or a reference. You can also set a date range to search within, or an amount range. Transactions can also be filtered by Paid in or Paid out. The search term doesn't need to exactly match what you're looking for.
- Once you've entered a search term or set some filters, select 'Search' to start. Results will be displayed in the table.
- Select 'Clear filters' to clear the search criteria.

6.3 Viewing a specific transaction's details

- Select the three-dots icon on the right-hand side of the transaction row.
- A pop up will appear detailing all the data relating to that transaction.
- Select 'Close' to close the pop up.

6.4 Downloading an account statement

- Select the account from which you would like to generate a statement. This will then take you to the Account View.
- Select 'Account Options' then select 'Download Statements.
- A pop-up window displaying all statements available for download for that specific account will then appear, and you will be able to select the statement(s) you wish to download. Select the download icon on the right of the pop-up. Statements are downloaded as a PDF.

6.5 Account Alias

An Account Alias is a unique 'nickname' that you can give to your account(s) to differentiate between them.

To change the account alias, select the 'Account options' menu next to the account's alias, select 'Edit account alias'. Make changes to the current alias or clear the field to type a new one. Select 'Save'.

6.6 Add more accounts:

You can add as many accounts as you need. Each account will have its own sort code and account number or IBAN and BIC.

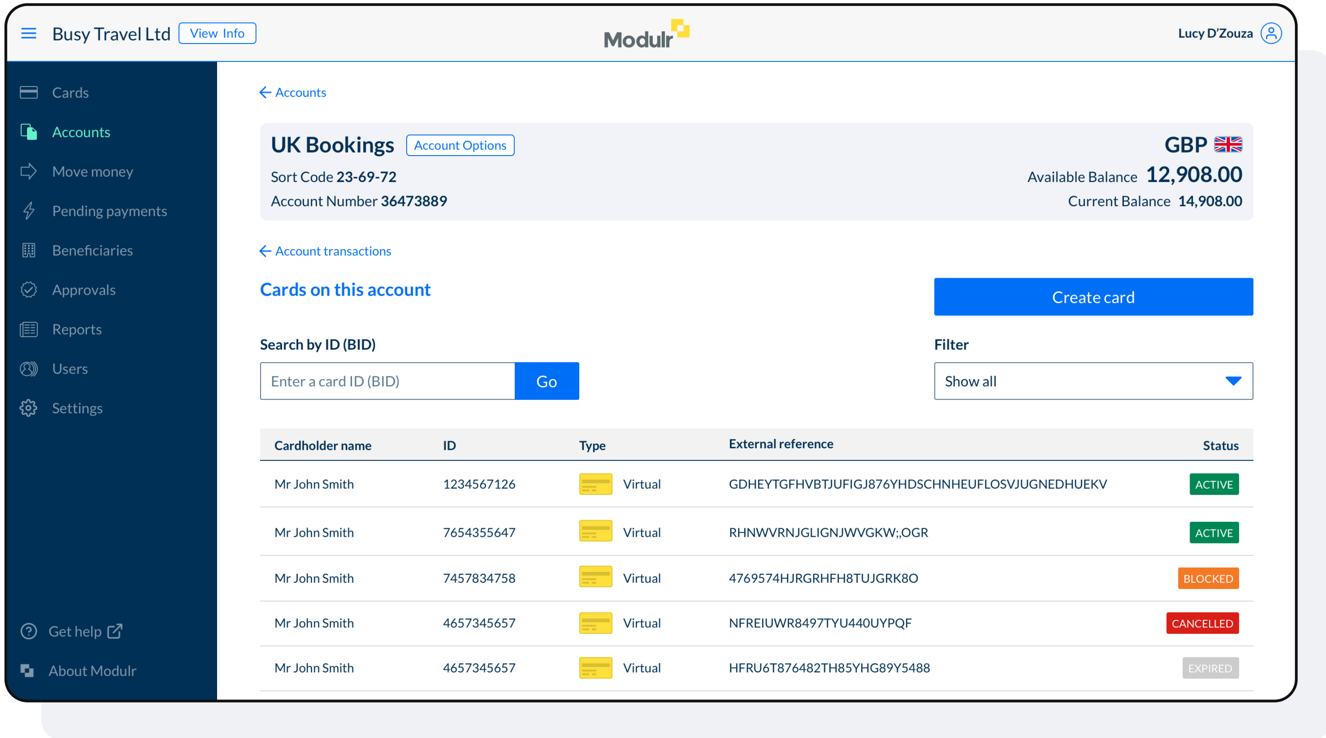
To add more accounts:

- Navigate to Accounts in the side menu. Select 'Add new account'.
- Complete the short form, selecting the currency you wish the account to be in (e.g. GBP or EUR). The account product section will show the particular products you have in your configuration.
- Give your account an optional alias, this can be a name of your choosing that allows you to easily differentiate between Accounts.
- Select 'Add New Account' to create the new Account.
- Your new Account will then appear with your other Accounts in the Accounts list.

6.7 View Cards on this Account

Select this option to view all the cards that are on the particular account you are viewing. Select a Card to go to that Card's detail view.

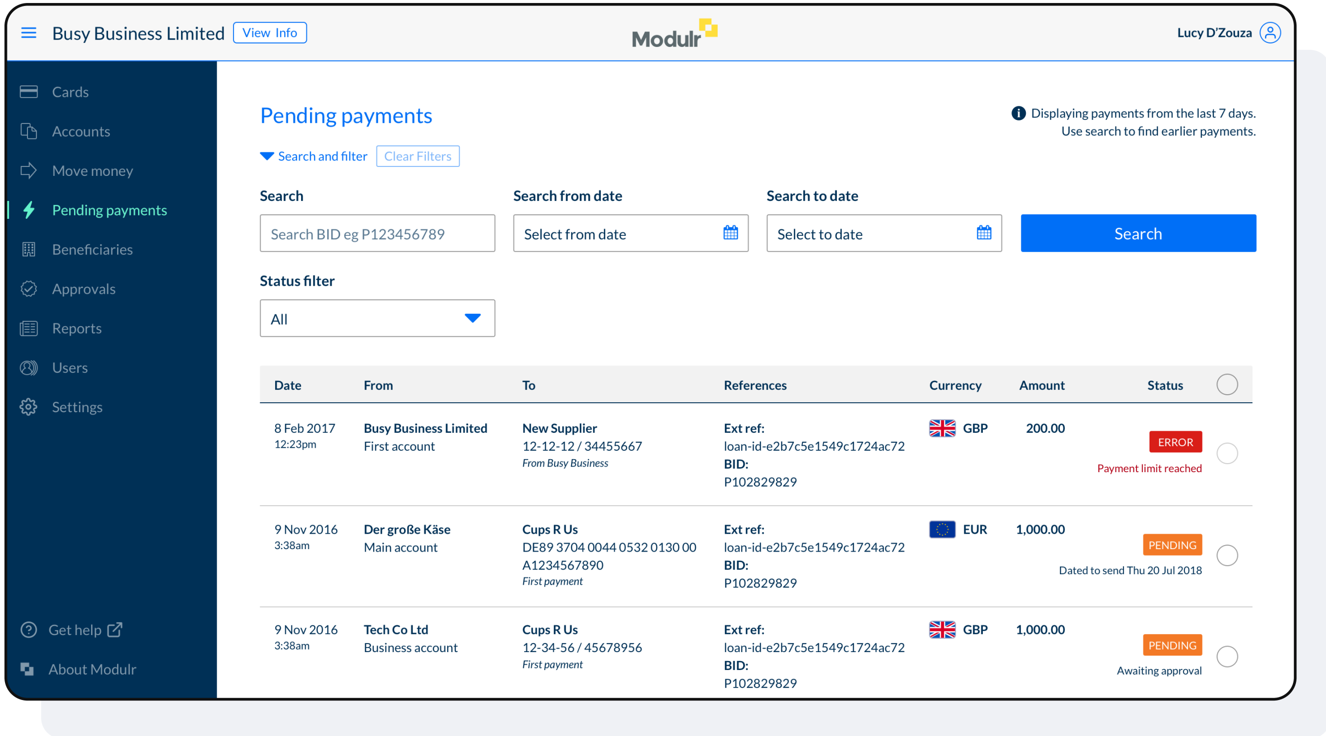
Select 'Account transactions' to go back to the transactions list, or 'Accounts' to go back to all your accounts.



7. Pending Payments

This screen provides details of all pending payments made from the Modulr Portal (not Cards payments) across all your accounts. Payments display a reason as to why it is pending such as approval, waiting for funds or set to send on a future date.

ⓘ Payments showing an error have not been remitted and the associated balance will not have left your account.



7.1 View and search pending payments

To view and search pending payments, select ‘Pending Payments’ from the side menu.

The ‘Search and filter’ function enable you to enter criteria to find specific payments. You can search by the BID (The payment reference starting with a P-) or add a date range to refine your search.

You can also filter the pending payments list by status: Pending, Error or Cancelled.

7.2 Cancel pending payments

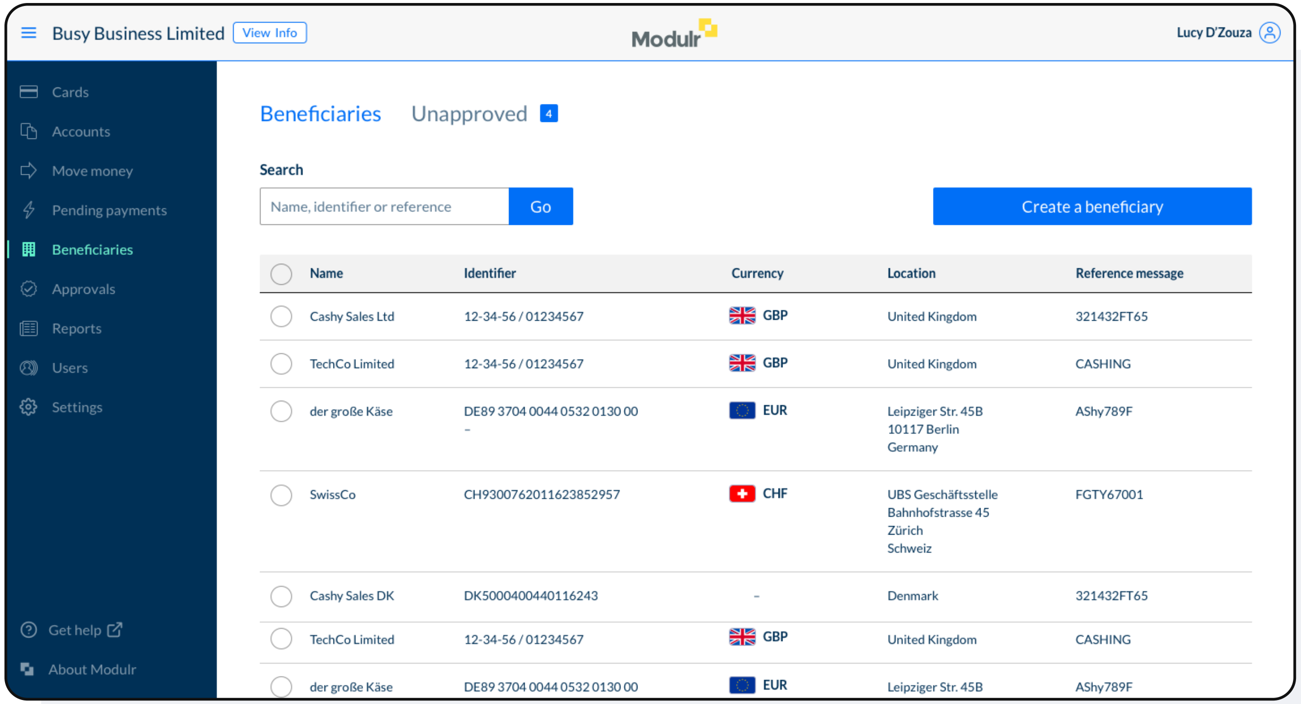
It’s possible to cancel a Pending Payment in most cases. Once cancelled, the payment will not send.

- Select ‘Pending Payments’ from the side menu.
- Select the checkbox on the right-hand side of the payment in the list that you want to cancel.
- In the action bar that appears at the bottom of the screen, select ‘Cancel payment’
- Confirm on the confirmation box that pops up.
- The payment will display as ‘Cancelled’ and will not send.

8. Beneficiaries

A Beneficiary is a payee that you can set up and save in the Modulr Portal (depending on your user permissions), so you don't have to enter their payment details each time you want to make a payment to them.

ⓘ Beneficiaries need to be approved before they can be used for Payments.



8.1 Viewing Beneficiaries

Select 'Beneficiaries' from the side menu to view the Beneficiaries you have created.

Beneficiaries can't be edited. If details change, you'll need to set up a new beneficiary with the correct details, you can then delete the previous one.

8.2 Beneficiary requirements

- The Beneficiary name (max 18 characters)
- The sort code (UK only)
- The account number (UK only) or IBAN
- A reference message (this appears on the Beneficiary's statement)

8.3 Creating a Beneficiary

1. Select 'Beneficiaries' in the side menu
2. Select 'Create Beneficiary'
3. Complete the details in the form
4. Select 'Create' to finish – you'll be prompted for an Authy authentication.
5. The Beneficiary will show in the 'Unapproved' tab until approved.

8.4 Beneficiary Approvals

Beneficiaries need to be approved by another user with Approval permissions before they can be used. You can read about approving Beneficiaries in the Approvals section.

Approvers will also see the unapproved Beneficiaries in their Approvals table, where they can make the approval. Once Beneficiaries have been approved, they'll appear in the main Beneficiaries table and can be used for payments.

8.5 Deleting Beneficiaries

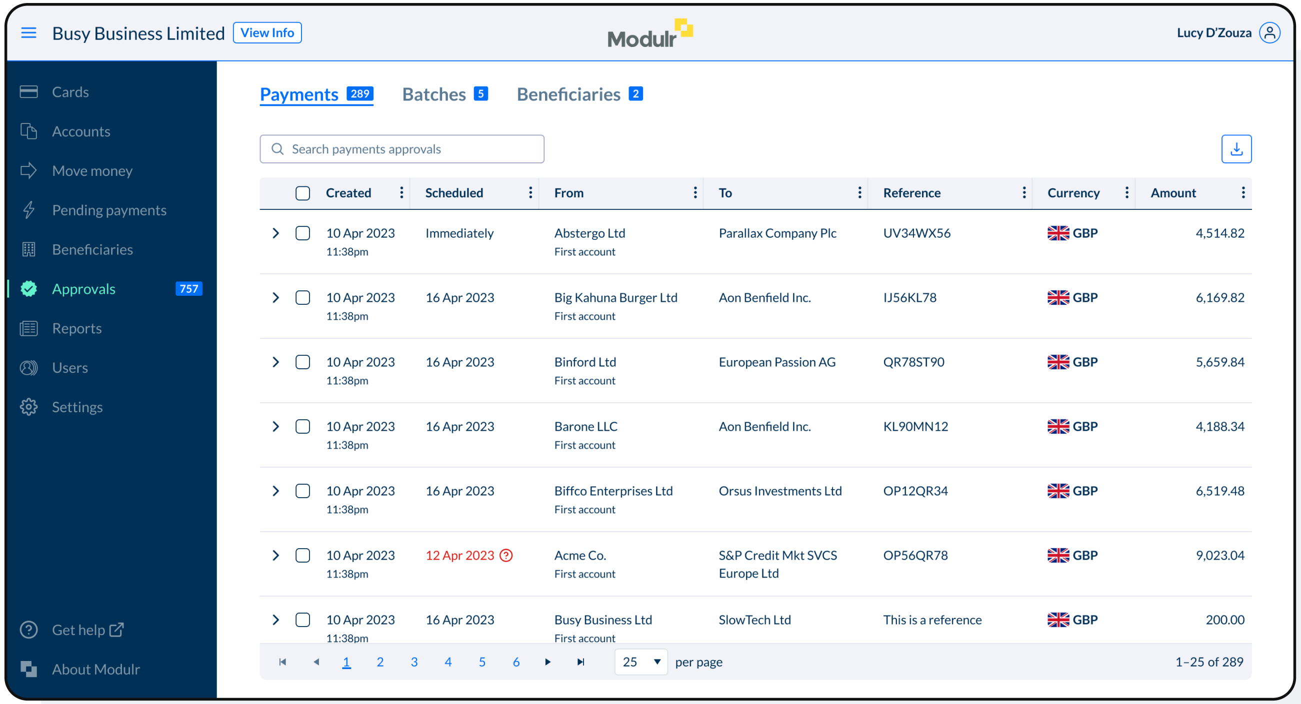
Deleting a Beneficiary is done in a few simple steps. Once a Beneficiary is deleted, they will no longer appear in your Beneficiary selection lists, such as at the point when you are making a payment.

1. Select 'Beneficiaries' in the side menu.
2. Select the checkbox on the left of the row of the Beneficiary you want to delete.
3. Select the red trash icon that appears above the table.
4. Confirm you want to delete the beneficiary in the pop up that appears (or you can cancel – don't forget to de-select the checkbox).
5. The beneficiary will no longer appear in the table.

9. Approvals

Approvals allow you to control activity on your Accounts by requiring an approval step once payments have been set up (not needed for Card payments). This step must be completed by a user with the Approval permission to approve Payments before they are remitted, or new Beneficiaries before they are active.

ⓘ Users with the '+Approver' role will automatically receive an email notification when Payments or Beneficiaries are awaiting approval.



9.1 About Payments and Approvals

When payments or new beneficiaries are set up in the Modulr Portal, they require an approval step to send the Payment or create the Beneficiary, this will also require an Authy authentication.

By default, another user with Approvals needs to make the Approval. The approver, must be a different user to the one that created the payment or Beneficiary. In some setups, it is possible for the same user to approve their own payments and beneficiaries. Contact customer support if you require this setup.

9.2 Approving or Rejecting Payments and Beneficiaries

The process to Approve or Reject a Payment, Payment Batch or Beneficiary is the same. The 'Approvals' page shows Payments and Beneficiaries in individual tabs at the top.

9.2.1 Payment Approvals

1. Select Approvals from the side menu.
2. Select the Payments tab.
3. Select the payment or payments that you wish to Approve or Reject by checking the box on the left side of each table row. You can also select all by checking the box in the table header row.
4. In the action bar that appears at the bottom of the table, select Approve or Reject.
5. Confirm the action you selected in the confirmation summary box that appears and you'll be prompted for an Authy authentication. Approved payments will now send or move on to their next pending state. Rejected payments will not send.

9.2.2 Beneficiary Approvals

The process is the same for Beneficiaries (Pending Beneficiary Approvals can be viewed in the 'Beneficiaries' tab on the Approvals page). Once a Beneficiary is approved, it becomes active and can be used for payments. Active beneficiaries can be viewed in the Beneficiaries section in the side menu. Rejected beneficiaries will not be made active.

ⓘ Approvals will wait unapproved in the Approvals page for 40 days. If no action is taken, the payments will fail.

9.3 Notification of pending approvals

Any user with +Approver permissions will automatically receive a summary email every day outlining any Payments and Beneficiaries that require approval.

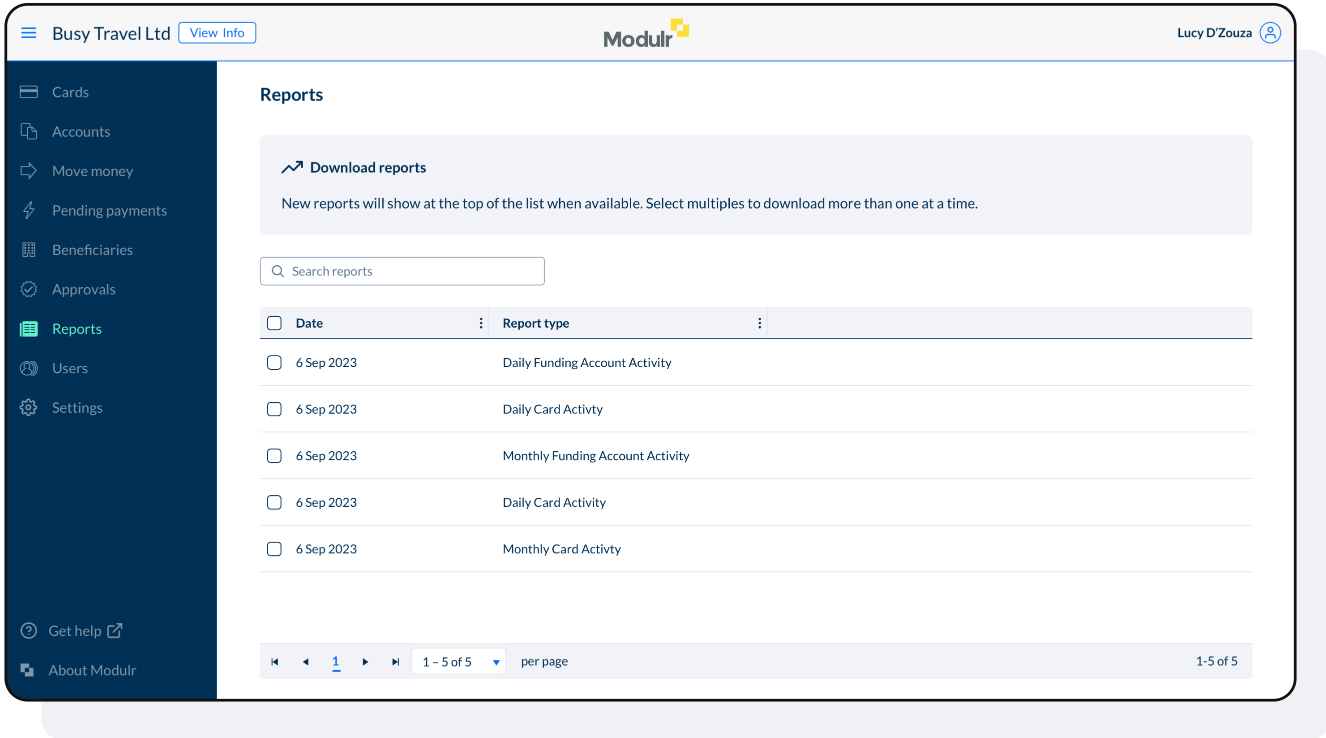
Only users with +Approver permissions will see the Approvals option in the side menu, along with a counter badge indicating how many approvals are waiting.

ⓘ The payments shown in Approvals are only ones which the signed-in user can approve.

10. Reports

You can download the last 61 days of reports. Search by date or filter by type to find a particular report; you can select multiple reports and download in .csv format.

To download reports, select Reports in the side menu. All available reports are shown in the table. Select the checkboxes of the reports you want to download. Once a report is generated, it's available to download in the Modulr portal for 61 days.



ⓘ For more information, please refer to the [Card Report Guide](#).

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