


Client Identification System (CIS) – Facilitator Support Notes

Overview of the System

- Used for Client Card maintenance, inquiries, viewing the client card transaction history of the client (transactions done), the status of card (is active or has it been cancelled), PIN numbers (inquiries only – maintenance must be done in the branch because it requires that the card be swiped and a form signed which cannot be done over the phone, or can be done at a full service ATM).
- This system is used very often!
- The CIS system has 6 main uses:
 - CISLOST – used when a client's card has been lost or stolen.
 - CISREPL – does NOT cancel a card, but is used to order a replacement card for the client.
 - CISINQ – used when client has questions on how he/she can access the account, the status of the card, which accounts can be accessed through the ATM, inquiries regarding the history of transactions, inquiring about the types of accounts the client has, giving daily totals and point of sale information.
 - CISMT – used when client card needs maintenance.
 - CISLIMIT – used to reduce or temporarily increase the client's daily access limits.
 - EALC – used to permanently change the daily access limits to a client card entitlement.

Note: All other options listed on the Main Menu pertain to other departments or Branch Services. Please do not utilize them unless your procedures specify to do so.
- At any time, you can consult RBCnet A-Z site for detailed information on how to operate the CIS program.

How to Access CIS

Access the CIS browser-based application by selecting the appropriate icon  located within the Application Launch Pad.

Client Identification System (CIS) – Facilitator Support Notes

CIS - Client Identification System

Card 81593320 Level 060 Transit 09186

Processing Centre: [Français](#) | [Print](#) | [Help](#) | [Exit](#)

CIS - Main Menu 2013 / 06 / 13

Fastpath (FP):

Client Identification System	FP	Business Client Identification System	FP
▶ PIN Selection	PIN / PSC	▶ Business Card PIN Selection	BUSPIN
▶ Lost / Stolen	CISLOST	▶ Business Card Lost/Stolen	BUSLOST
▶ Replacement	CISREPL	▶ Business Card Replacement	BUSREPL
▶ Cancel Card	CISCAN	▶ Additional BCC & Agent Card Cancel	BUSCAN
▶ Maintenance	CISMT	▶ Business Card Maintenance	BUSMT
▶ Access Limits Maintenance	CISLIMIT	▶ Business Card Inquiry	BUSINQ
▶ Inquiry	CISINQ	Application Functions	
▶ Credit Card PIN Inquiry	CRDITINQ	• Additional Business Client Card Application	BUSCCA
▶ Visa Debit Maintenance	VISADMIT	• Enhanced Agent Card New Request	BUSEAC
▶ Visa Debit Inquiry	VISADINQ	• Additional Business Client Card - Add New Account	BUSADD
Application & Entitlement Functions		• Business Card Contactless Maintenance	BUSCLM
• Client Card Application	CCA		
• Account Package Entitlement Change	APEC		
• Electronic Access Limits Change	EALC		
• Contactless Maintenance	CLM		
Business Function			
Business Banking Agent Card	CISBBA		

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CISLOST – Lost/Stolen Client Card

- Used to report a lost or stolen client card, which cancels the current (lost) issue and reissues the card.
- Follow these steps:
 - From the Main Menu, select appropriate Processing Centre and click Change.
 - Select **Lost/ Stolen** option or enter fastpath: **CISLOST**
 - The following information message will be displayed: “BSS733E – Non-encoding Mag stripe device attached, imm. Card cannot be issued”.
 - Enter in the Client Centre Code – code depends on the location of the client. Use binocular icon if needed. (2 digits following 4519: e.g. 4519 01 xxxxxxxx xx)
 - Enter in the 9 digits of client’s SRF # (following 01, 02, or 03 and do not enter the last digit: e.g. 4519 01 xxxxxxxx xx) and click Submit.
 - Transaction Complete.

Client Identification System (CIS) – Facilitator Support Notes

CIS - Client Identification System

CISMAINT CIS - Client Identification System Card: 0000000000000000 Level: 060 Transit: 00111

► Main Menu Print | Help | Exit

Lost / Stolen 2010 / 05 / 27

BSS733E - Non-encoding Mag stripe device attached, imm. card cannot be issued.

^ - Required Information

Lost / Stolen Card Request

^ Enter Client Centre Code:

^ Enter Client SRF Number:

^ Issue Permanent Card: ☒ Yes ☐ No

Submit Clear

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CIS - Client Identification System -- Webpage Dialog

CIS - Client Identification System

Centre Code Selection

Code	Description
<input checked="" type="radio"/> 01	BC, Alberta, Manitoba, Saskatchewan & Thunder Bay
<input type="radio"/> 02	Ontario (Except Ottawa & Thunder Bay)
<input type="radio"/> 03	Quebec, Atlantic & Ottawa

Ok Cancel

TOP

Cancel

Release: 1.0.34

CISREPL – Replacing Client Card

- This system allows you to order a replacement client card if a client's card has been damaged or the client would like a new one, but the client still has possession of it (it has NOT been lost/stolen). If the card has been lost/stolen, you should go to CISLOST instead, as CISLOST sends a replacement card automatically after cancelling the old card.
- Once ordered, the client will receive the new card with the PIN number already encoded on it (there is no need for the client to come to the branch to swipe the card and enter a PIN #). Once the client uses the card, the old card is automatically cancelled.
- Follow these steps:
 - From the Main Menu, select appropriate Processing Centre and click Change.
 - Select **Replacement** option or enter fastpath: **CISREPL**
 - Enter in the Client Centre Code –code depends on the location of the client. Use binocular icon if needed. (2 digits following 4519: e.g. 4519 01 xxxxxxxx xx)
 - Enter in the 9 digits of client's SRF # (following 01, 02, or 03 and do not enter the last digit: e.g. 4519 01 xxxxxxxx xx) and click Submit.
 - Transaction Complete.

Client Identification System (CIS) – Facilitator Support Notes

The screenshot displays the CIS - Client Identification System interface. The main window has a title bar "CIS - Client Identification System" and a menu bar with "Main Menu", "Print", "Help", and "Exit". The status bar shows "Card: 00000000", "Level: 060", and "Transit: 00111". The main content area is titled "Replacement" and shows the date "2010 / 05 / 27". A yellow banner message reads: "BSS733E - Non-encoding Mag stripe device attached, imm. card cannot be issued." Below this, a section titled "Replacement Card Request" contains two required fields: "Enter Client Centre Code:" and "Enter Client SRF Number:". There are "Submit" and "Clear" buttons. A "Centre Code Selection" dialog box is open, showing a table with three options: 01 (BC, Alberta, Manitoba, Saskatchewan & Thunder Bay), 02 (Ontario (Except Ottawa & Thunder Bay)), and 03 (Quebec, Atlantic & Ottawa). The dialog box has "Ok" and "Cancel" buttons. The footer of the main window shows "© Royal Bank of Canada 2006" and "Release: 1.0.34".

CIS - Client Identification System

CISMAINT CIS - Client Identification System Card: 00000000 Level: 060 Transit: 00111

► Main Menu Print Help Exit

Replacement 2010 / 05 / 27

i BSS733E - Non-encoding Mag stripe device attached, imm. card cannot be issued.

^ - Required Information

Replacement Card Request

^ Enter Client Centre Code:

^ Enter Client SRF Number:

Submit Clear

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CIS - Client Identification System -- Webpage Dialog

CIS - Client Identification System

Centre Code Selection

Code	Description
<input checked="" type="radio"/> 01	BC, Alberta, Manitoba, Saskatchewan & Thunder Bay
<input type="radio"/> 02	Ontario (Except Ottawa & Thunder Bay)
<input type="radio"/> 03	Quebec, Atlantic & Ottawa

Ok Cancel

TOP

Cancel

Release: 1.0.34

CISINQ – Client Card Inquiry

- Used for finding out basic information about the services a client has with Royal Bank:
 - From the Main Menu, select appropriate Processing Centre and click Change.
 - Select **Inquiry** option or fastpath: **CISINQ**
 - Enter in the Client Card # (4519 xx xxxxxxxx xx)
 - Enter the "Inquiry Code" or click the binocular icon which gives you 8 options (these are discussed below in greater detail):
 - Delivery Methods
 - Card Status
 - ABM Accounts
 - History Inquiry
 - All Accounts
 - Daily Totals
 - Point of Sale
 - Access Limits
 - Card Profile
 - Shoppers Optimum Number

Client Identification System (CIS) – Facilitator Support Notes

The screenshot displays the CIS - Client Identification System Webpage Dialog. The main window has a title bar 'CIS - Client Identification System' and a menu bar with 'Main Menu', 'Print', 'Help', and 'Exit'. The status bar shows 'Card 81593320', 'Level 060', and 'Transit 09186'. The date '2013 / 06 / 13' is displayed in the top right corner. The main content area is titled 'Inquiry' and contains a section for 'Required Information' with fields for 'Card Number' (4519) and 'Inquiry Code' (empty). A 'Print' button is also present. Below this is a 'Submit' button. A copyright notice '© Royal Bank of Canada 2006' is at the bottom left. The 'Inquiry Code' section is a table with 10 rows, each with a radio button and a description. The first row, '1 Delivery Methods', is selected. The table is titled 'Inquiry Code' and has columns 'Code' and 'Description'. The table is followed by 'Ok' and 'Cancel' buttons. The 'Cancel' button is highlighted in yellow.

Code	Description
<input checked="" type="radio"/> 1	Delivery Methods
<input type="radio"/> 2	Card Status
<input type="radio"/> 3	ABM Accounts
<input type="radio"/> 4	History Inquiry
<input type="radio"/> 5	All Accounts
<input type="radio"/> 6	Daily Totals
<input type="radio"/> 7	Point of Sale
<input type="radio"/> 8	Access Limits
<input type="radio"/> 9	Card Profile
<input type="radio"/> 10	Shoppers Optimum Number

Delivery Methods:

- Gives us information on how a client can access an account and the last date the account was accessed – does not tell us whether the account is accessible at Point of Sale (for this information, see inquiry code # 7).

Card Status:

- Tells us if the card is active ("Normal"), if the card is listed as lost or if it has been stolen, and if it is working or if it has been cancelled.
- This particular client's card status is "Normal", and he has entered his PIN on August 25th, 1999 at Transit 01316.

Client Identification System (CIS) – Facilitator Support Notes

CIS - Client Identification System

CISINQ CIS - Client Identification System Card: 00000000 Level: 060 Transit: 00111

[Main Menu](#) [Print](#) [Help](#) [Exit](#)

Inquiry 2010 / 05 / 27

Inquiry Selection	
Card Number:	4519 02 000000000000
Inquiry Code:	2 Card Status
Remote Client Set:	No
Last Immediate Card Expiry Date:	N/A
Issue Number:	
Chip Client:	No
Remote Client Pin Set:	No
Print:	No

Results	
Client Name:	0000000000000000
Card Number:	4519 02 000000000000
Account Package Entitlement:	025
Language:	English
Card Status:	Normal
Issue Status:	Normal
Client Status:	Normal
Date PIN Entered:	25Aug1999
Important:	ISSUE NUMBERS DO NOT MATCH
Home Branch Transit:	02982
Issue Number:	11
Daily Access Limits Entitlement:	025
Date:	25Aug1999
Date:	16May2007
Date:	25Aug1999
At Transit:	01316

[Repeat](#) [Cancel](#) [TOP](#)

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ATM Accounts:

- Gives a list of how accounts are accessed via the ATM – does the client have to press the chequing or the savings button when trying to withdraw money from the ATM or when paying with Interac.
- **Note:** clients often have an account that they access by pressing the “Savings” button on the ATM or Interac, but that does not mean that the account is actually a savings account and vice versa. It could be a chequing account and so you must check the Client Profile to find out the type of account they actually have.
- Any accounts listed under “Chequing”, “Savings”, “Credit Card”, or “Credit Line” are considered to be the primary accounts of the client. If a client has more than one account of a certain type, then the additional accounts are listed under “Other” as secondary accounts.
- When there is an “Other” account, there will be a “Short Number” on the right of the account to indicate it is not the primary account (#01=primary account and is automatic and so does not appear, anything #02 and after indicates an “Other” account):
For loans, only Royal Credit Line (RCL) is assigned as the primary account. All other loans are listed under “Other” – regardless of whether the client has RCL or not.
- Clients can only access the accounts listed under “Other” at Royal Bank ATMs. Often clients want to access the accounts listed under “Other” when paying Interac but are not able to and so you may have to change the way their accounts are set up.

Client Identification System (CIS) – Facilitator Support Notes

CIS - Client Identification System

CISINQ CIS - Client Identification System Card: **000001** Level: **060** Transit: **00111**

[Main Menu](#) [Print](#) [Help](#) [Exit](#)

Inquiry 2010 / 05 / 27

Inquiry Selection	
Card Number:	4519 02 [REDACTED]
Issue Number:	[REDACTED]
Inquiry Code:	3 ABM Accounts
Chip Client:	No
Remote Client Set:	No
Remote Client Pin Set:	No
Last Immediate Card Expiry Date:	N/A
Print:	No

Results	
Client Name:	[REDACTED]
Home Branch Transit:	02982
Card Number:	4519 02 [REDACTED]
Issue Number:	11
Account Package Entitlement:	025
Daily Access Limits Entitlement:	025
Language:	English
ATM:	Active
PIN:	Yes
Primary Chequing:	[REDACTED]
Primary Savings:	[REDACTED]
Credit Card:	[REDACTED]
RCL:	[REDACTED]
Important:	ISSUE NUMBERS DO NOT MATCH

Items 1 - 1

Other Chequing	Other Savings	Other Credit Cards	Other Loans
[REDACTED] 2		[REDACTED] 4	

TOP

History Inquiry:

- Shows all the transactions done with the client's card (goes back 152 transactions or 37 days – whichever is less). Use the 'next' link to view more transactions.
- Information on screen:
 - Date and time of transaction (time given in hundred hours).
 - Type of transaction (deposit, withdrawal, purchase, etc.).
 - Amount of transaction.
 - Machine identification number (all Royal Bank machines start with two letters followed by two numbers – if machine belonged to another bank, then the code will be 4 numbers, starting with 0).
 - Receipt number.
 - Code that identifies if the transaction was completed (if there are numbers, then there were problems with the transaction – check HELP to find out what these codes mean).

Client Identification System (CIS) – Facilitator Support Notes

CIS - Client Identification System
CISINQ CIS - Client Identification System Card: 4519 02 Level: 060 Transit: 00111
Main Menu Print Help Exit

Inquiry 2010 / 05 / 27

Inquiry Selection

Card Number: 4519 02 Issue Number:
Inquiry Code: 4 History Inquiry Chip Client: No
Remote Client Set: No Remote Client Pin Set: No
Last Immediate Card Expiry Date: N/A Print: No

Results

Client Name: Home Branch Transit: 02982
Card Number: 4519 02 Issue Number: 11
Account Package Entitlement: 025 Daily Access Limits Entitlement: 025
Language: English
Last Fiche Date: 16Apr2010
Important: ISSUE NUMBERS DO NOT MATCH

Items 1 - 10 Previous Next

Date	Time	Transaction	Amount	Banking Machine ID	Receipt #	Authorized By / Error Code
Issue #	From Acct	To Acct	Branch Transit	Authorization #	Card/Term/Auth	
10May27	08:07	TSF	200.00	TIN0	0006058	DDA/000
11					MMM	
10May27	08:06	TSF	180.60	TIN0	0009246	DDA/000
11					MMM	
10May24	10:02	WD	100.00	TT41	0001784	DDA/000
11					MCM	

CIS - Client Identification System
CISINQ CIS - Client Identification System Card: 4519 02 Level: 060 Transit: 00111
Main Menu Print Help Exit

Inquiry 2010 / 05 / 27

CIS - Help - Microsoft Internet Explorer provided by RBC Financial Group
CIS - Help Close
Code: Find

General Information

Center Codes
The first four digits of a Royal Bank Client Card are - 4519.
The fifth and sixth digits represent the Center Code(the processing area to which the card is attached) which are as follows:
01 – British Columbia, Alberta, Manitoba, Saskatchewan, and Thunder Bay
02 – Ontario except Ottawa and Thunder Bay
03 – Quebec, Atlantic and Ottawa

Code	Service Used	Explanation / Action
001	ATM,POS	No personal identification number chosen • Obtain I.D. and help client select a PIN • Complete form 1672/1666 and have client sign.
002	ATM,POS	Personal Identification Number incorrect (1st and 2nd try) • If client cannot remember code, obtain I.D. and help client to re-select a PIN. • Complete form 1672/1666 and have client sign.
003	ATM,POS	Personal Identification Number incorrect (3rd try)

2010 / 05 / 27

02982
11
025

Next

Authorized By / Error Code

DDA/000
DDA/000

0001784
MCM

Client Identification System (CIS) – Facilitator

Support Notes

All Accounts:

- Lists all the accounts that client has – regardless of whether or not they are ATM accessible.
- It is however possible for a client to have an account that does not show up on this screen – most of the time it is an RCL account (check Client View to make sure that all accounts are showing up on the CIS). If the RCL does not show up, it means that the RCL set up has not been completed.
- There are 3 options with an RCL:
 - Client has full access to it via the client card – client can go to the ATM and withdraw money from the account (e.g. client has bought a house, received the keys and is going in and out of the house without problems)
 - Client has access to the RCL, but not via the ATM (e.g. client has bought a house, received the keys but has not gone in yet).
 - The account is there ‘technically’ but cannot be accessed until client either visits a personal banker who will change the settings, or the client arranges this with us, which we can do through the CISMT screen. (e.g. client has bought the house but does not have the key to the house yet and so has to go to the real estate agent to get his/her keys). This usually happens because the AM did not enter account into CIS properly and needs to fix it

Daily Totals

- Lists the totals of how much was withdrawn, deposited and transferred
- Not used at all

Point of Sale:

- Gives information on whether client can use interac, information on any purchases made today, any limits on POS

Access Limits:

- Used to inquire about the daily limits that are set on a Client Card, and to determine whether a client has had any temporary limit increases this year.
- Clients can increase or decrease within the default limits anytime, and can have temporary limit increases for up to 60 days, twice a year. The override amount is the maximum temporary limit increase.

Client Identification System (CIS) – Facilitator Support Notes

CIS - Client Identification System

CISINQ CIS - Client Identification System

Card: 00000123 Level: 060 Transit: 00111

[Main Menu](#) [Print](#) [Help](#) [Exit](#)

Inquiry

2010 / 05 / 27

Inquiry Selection

Card Number: 4519 02 12345678901234

Issue Number:

Inquiry Code: 8 Access Limits

Chip Client: No

Remote Client Set: No

Remote Client Pin Set: No

Last Immediate Card Expiry Date: N/A

Print: No

Results

Client Name: 12345678901234

Home Branch Transit: 02982

Card Number: 4519 02 12345678901234

Issue Number: 11

Account Package Entitlement: 025

Daily Access Limits Entitlement: 025

Language: English

Release amount Current: 250

Release amount Maximum: 250

Number Temporary Increase this year:

Temporary Increase Expires on:

Transaction Type	Current	Maximum	Override	Offline
Withdrawal	500	500	1,000	250
Point of Sale	1,000	1,000	2,000	250
Third Party Payment	1,000	1,000	1,000	0

Repeat

TOP

Cancel

Client Identification System (CIS) – Facilitator Support Notes

CISMT – Maintenance

- Used to perform client card maintenance (when you want to make changes)
- Follow these steps:
 - From the Main Menu, select appropriate Processing Centre and click Change.
 - Select **Maintenance** option or enter fastpath: **CISMT**
 - Enter Client Card Number (4519 xx xxxxxxxx xx).
 - Enter in the Transaction Code = 60 (never use “50”, because we do not deal with hot cards or frauds).
 - Enter in the Maintenance Code based on what you would like to do – choose to either “add access”, “delete access”, “change primary”, or “add access to all accounts”.
 - Enter in account number and the short number of the account (remember that the short number indicates whether the account is a primary, secondary, ... account when there is more than one account of a kind; You have to know which account you want to do maintenance on. CISMT does not list what client has - refer to CIS Inquiry #5 for short Numbers).
 - Click Submit.

The screenshot shows the CIS - Client Identification System Maintenance screen. The main window has a title bar "CIS - Client Identification System" and a header "CISMAINT CIS - Client Identification System". The header also displays "Card: 0000000000000000", "Level: 060", and "Transit: 00111". The main menu includes "Main Menu", "Print", "Help", and "Exit". The "Maintenance" section is active, showing "2010 / 05 / 27". Below this, there is a "Cardholder Maintenance" section with fields for "Card Number" (4519) and "Transaction Code" (60). There are "Submit", "Clear", and "Cancel" buttons. A "Transaction Selection" dialog box is open, showing a table with two rows: "50 Cardholder Status Change NORMAL / HOT / FRAUD" and "60 Account Access Maintenance ADD / DELETE / CHANGE PRIMARY / PURGE ACCOUNT". The "60" option is selected. The dialog box has "Ok" and "Cancel" buttons.

CIS - Client Identification System

CISMAINT CIS - Client Identification System Card: 0000000000000000 Level: 060 Transit: 00111

► Main Menu Print Help Exit

Maintenance 2010 / 05 / 27

▲ - Required Information

Cardholder Maintenance

▲ Card Number: 4519

▲ Transaction Code: ☐ ☒

Submit Clear Cancel

© Royal Bank of Canada CIS - Client Identification System -- Webpage Dialog

CIS - Client Identification System

Transaction Selection

Code	Description
<input checked="" type="radio"/> 50	Cardholder Status Change NORMAL / HOT / FRAUD
<input type="radio"/> 60	Account Access Maintenance ADD / DELETE / CHANGE PRIMARY / PURGE ACCOUNT

Ok Cancel

Client Identification System (CIS) – Facilitator Support Notes

CISLIMIT – Access Limits Maintenance

- Used to increase or decrease Client Card limits.
- Within the default limits for the client entitlement, changes can be done permanently.
- Between the default limits and the maximum limits (override amount), changes are temporary, and can be done twice a year for personal clients.
- Follow these steps:
 - From the Main Menu, select appropriate Processing Centre and click Change
 - Select **Access Limits Maintenance** option or enter fastpath: **CISLIMIT**
 - In the first screen, you need to enter the client's SRF number.
 - In the screen shown above, you can enter the new limit that your client is requesting (up to the maximum shown in CISINQ # 8 and rounded off to nearest \$10).
 - For limits that are not changing (Deposit Release Amount Option), always enter values found in the "Current" column. Do not enter "0" as this will lower the client's limits to \$0.
 - You will be asked whether the limit change is temporary. If you enter 'Y' for yes, it will offer you a screen to enter the expiry date (maximum 60 days). If client has previously reduced their limit and is now doing an increase, a pop-up message will appear. "Is this a temporary limit?" If yes, click "Yes". Input the expiry date (cannot exceed 60 days and must be a business day) and click Submit.
 - If no, click "No".
 - The system will prompt you to print: Click Print. You will be prompted with another pop-up box that will display "Did the document print properly?". Click Yes.

CIS - Client Identification System

CISM1 CIS - Client Identification System Card: 00000000 Level: 060 Transit: 02408

[Main Menu](#) [Print](#) [Help](#) [Exit](#)

Access Limits Change 2010 / 05 / 27

▲ - Required Information

Access Limit Information

Client Name: 0000000000000000 Client Number: 451902 0000000000

Temporary Increases this year: 00

Current Temporary Expiry Date (YYYY / MM / DD): 0000/00/00

Access Limit Changes

Function	Current(\$)	New(\$)
▲ Deposit Release Amount	250	<input type="text"/>
▲ Withdrawal	500	<input type="text"/>
▲ Purchase (POS)	1000	<input type="text"/>
▲ Third Party Payment (3PP)	1000	<input type="text"/>

[Continue](#) [Clear](#) [Cancel](#)

TOP ▲

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Client Identification System (CIS) – Facilitator Support Notes

EALC – Electronic Access Limits Change

- This system allows you to permanently change the daily access limits on a client card entitlement.
- Follow these steps:
 - From the Main Menu, select appropriate Processing Centre and click Change
 - Select **Electronic Access Limits Change** option or enter fastpath: **EALC**
 - Enter the client's SRF number
 - Confirm the correct information appears on screen and click "Continue"
 - The client selected will appear in the "Client List". Select the radio button beside the client for which maintenance is required and select "Continue"
 - Select the new entitlement from the list
 - You will be asked to print forms. Simply "X-out" of this pop-up window.

The screenshot displays the CIS - Client Identification System interface. At the top, a blue header bar contains the text "CIS01100 CIS - Client Identification System" and "Card 81593320 Level 060 Transit 09186". Below this, a navigation bar includes "Main Menu", "Print", "Help", and "Exit". The main title "Electronic Access Limits Change" is centered, with the date "2013 / 06 / 13" on the right. The section "Get Client Profile" is followed by a red triangle icon and the text "Required Information". On the left, a "Client Selection" box contains a "Client Number:" label, an input field, and "Display" and "Clear" buttons. To the right is a "Client List" table with a "Status" column. At the bottom right, there is a "TOP" link with an upward arrow and a "Cancel" button. The footer shows "© Royal Bank of Canada 2006" and "Release: 1.3.5".

Client List	Status
-------------	--------

Client Identification System (CIS) – Facilitator Support Notes

CIS - Client Identification System

CIS01310 CIS - Client Identification System Card: 00000000 Level: 060 Transit: 02408

[Main Menu](#) [Print](#) [Help](#) [Exit](#)

Client Profile

2010 / 05 / 28

Client Profile Information

Client Name:	00000000000000000000		
Address Line 1:	00000000000000000000		
Address Line 2:	00000000000000000000		
City / Town:	00000000	Province:	00
State / Country:	00000000		
Postal Code or Zip Code:	000000		
Gender:	Male	Date of Birth:	00000000
SIN:	000000000	Language:	English
Home Phone Number:	000000000000	Business Phone Number:	0000000000 Ext.: 00
Driver's Permit:	00000000000000	Employer:	00000000000000000000

[Continue](#) [Cancel](#) [TOP](#)

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CIS - Client Identification System

CIS01100 CIS - Client Identification System Card: 00000000 Level: 060 Transit: 02408

[Main Menu](#) [Print](#) [Help](#) [Exit](#)

Daily Access Limit Entitlement Change

2010 / 05 / 28

Get Client Profile

^ - Required Information

Client Selection	Client List	Status
Client Number: <input type="text"/>	<input type="radio"/> 00000000000000000000	
Display Clear		

[Continue](#) [End Client Session](#) [Cancel](#) [TOP](#)

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Client Identification System (CIS) – Facilitator Support Notes

CIS - Client Identification System

CISCCCSEL CIS - Client Identification SystemCard 81593320Level 060Transit 09186

[Main Menu](#)[Print](#) | [Help](#) | [Exit](#)

Entitlement2013 / 06 / 13

^ - Required Information

Access Limits Information

Client Name:MR MICKEY MOUSE

Client Number134886597

Electronic Access Limits

Select	Code/Description	Release Amount	ATM Withdrawal	POS Transaction	3PP/ET/OP Transaction
<input checked="" type="radio"/>	025-CLIENT	250	500	1000	1000
<input type="radio"/>	040-CLIENT	100	500	1000	1000
<input type="radio"/>	068-CLIENT	100	1000	2000	1000
<input type="radio"/>	007-CLIENT	2500	1500	2500	2500
<input type="radio"/>	014-CLIENT	1500	1000	2000	2000