

# TouchPoints Redemption Process in ProCash

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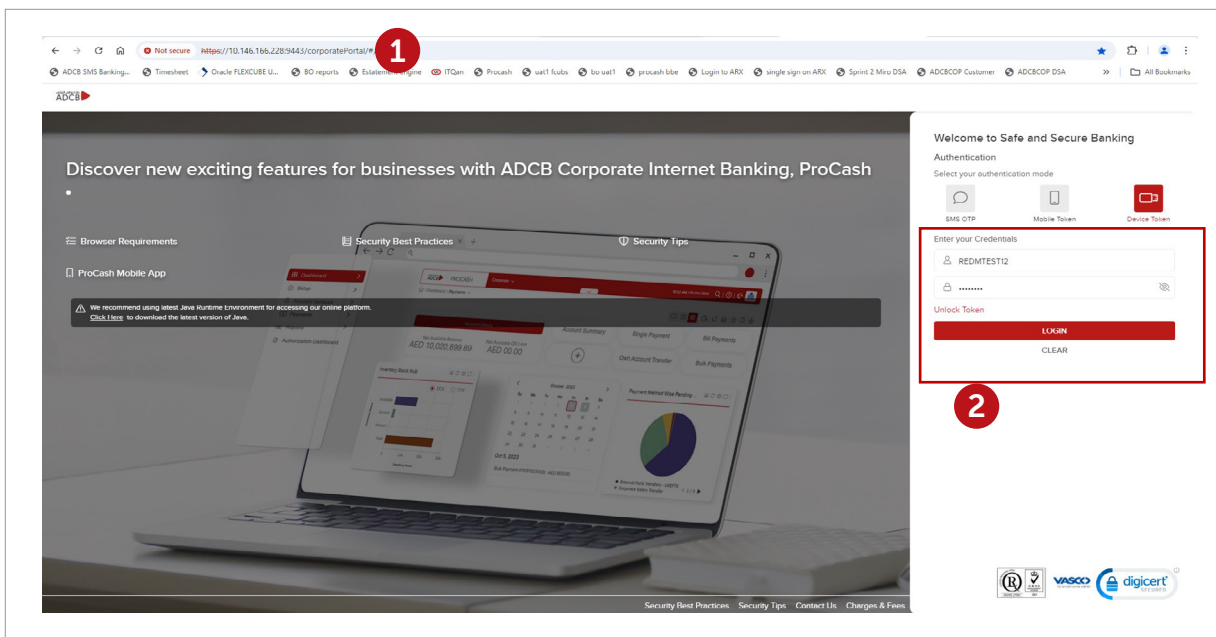
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## 1. Redemption Process

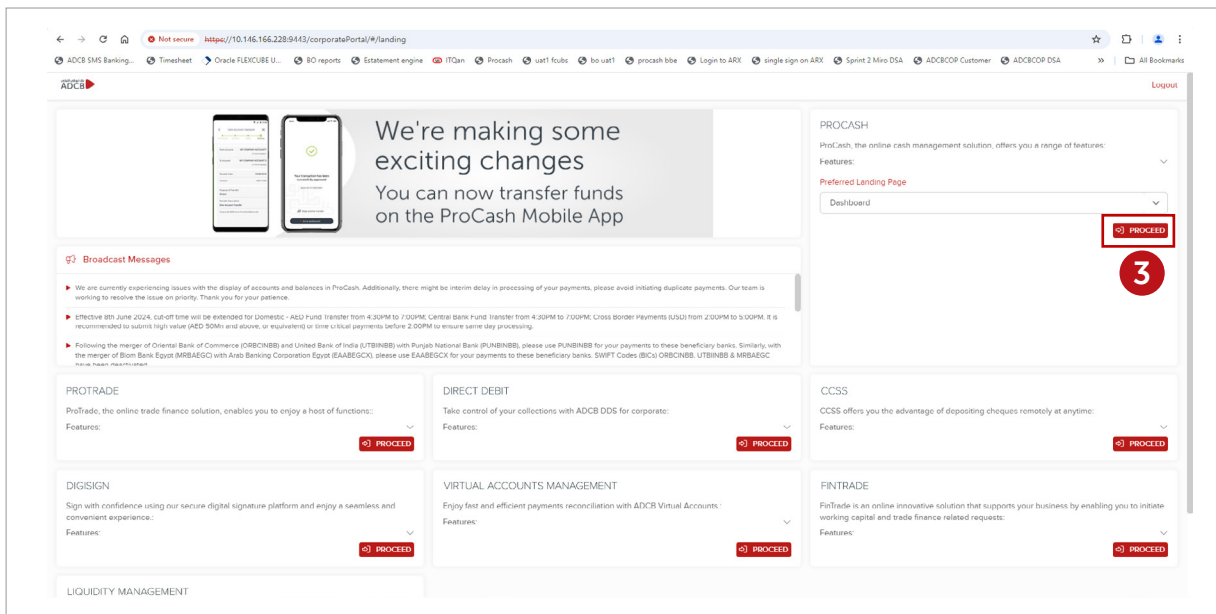
The following provides a comprehensive, step-by-step guide to redeeming TouchPoints through Pro-Cash. Redemption can only be completed by the company’s registered Programme Administrator via a self-authorisation process. TouchPoints are accumulated through transactions made at the card level. Each company earns TouchPoints independently, even if it is part of a larger group.

Please note that TouchPoints cannot be pooled across different company CIDs, even if they fall under the same Group ID.

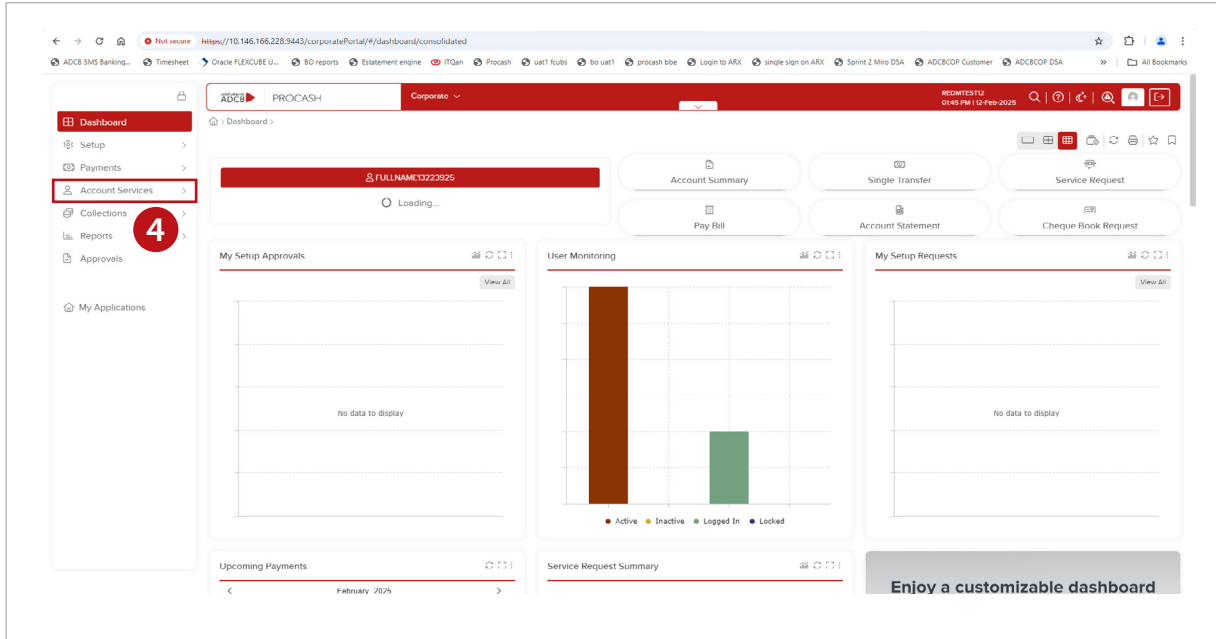
1. Log in to the **ADCB Corporate Internet Banking Platform**.
2. Enter the bank-provided **“Username”** and token number generated through the Mobile App.



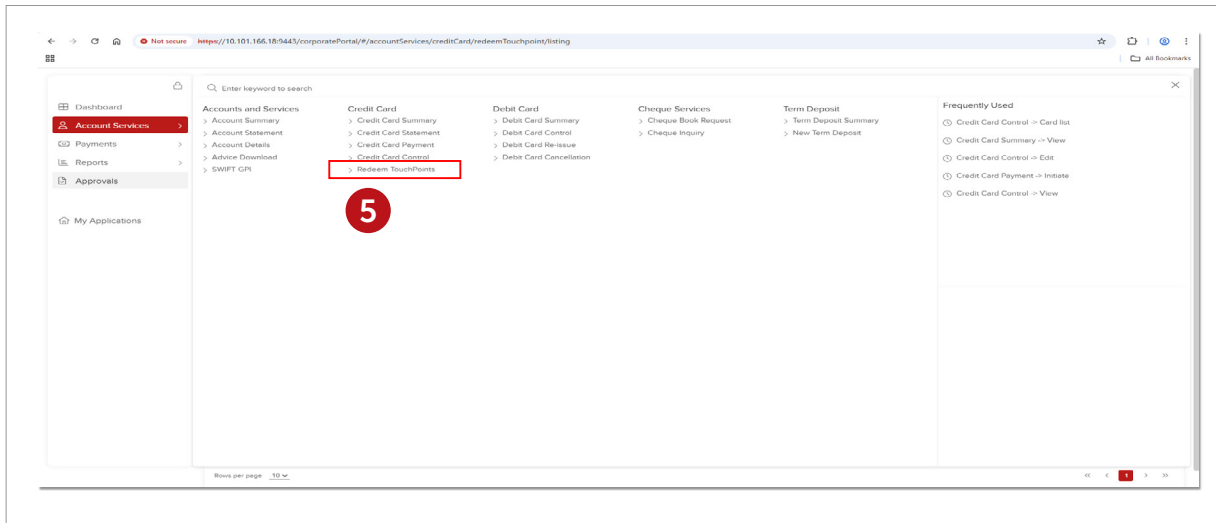
3. After successfully logging in, click on the **‘PROCEED’** button located in the ProCash section.



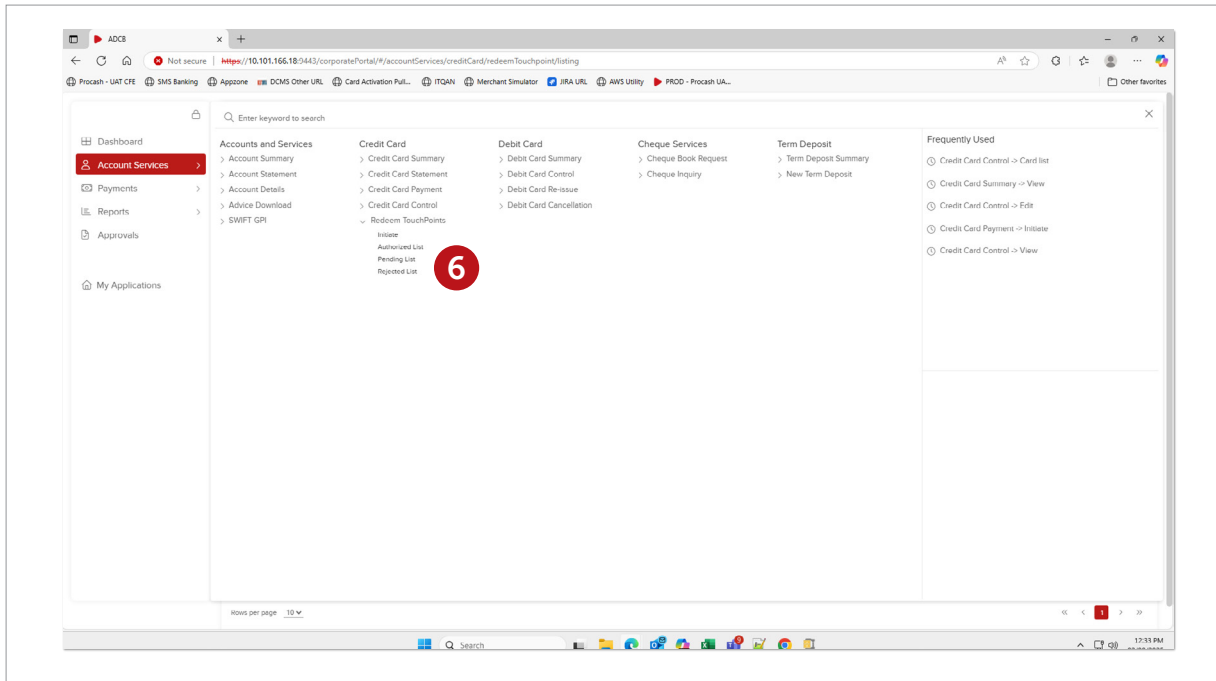
4. Click on the 'Account Services' in the left menu.



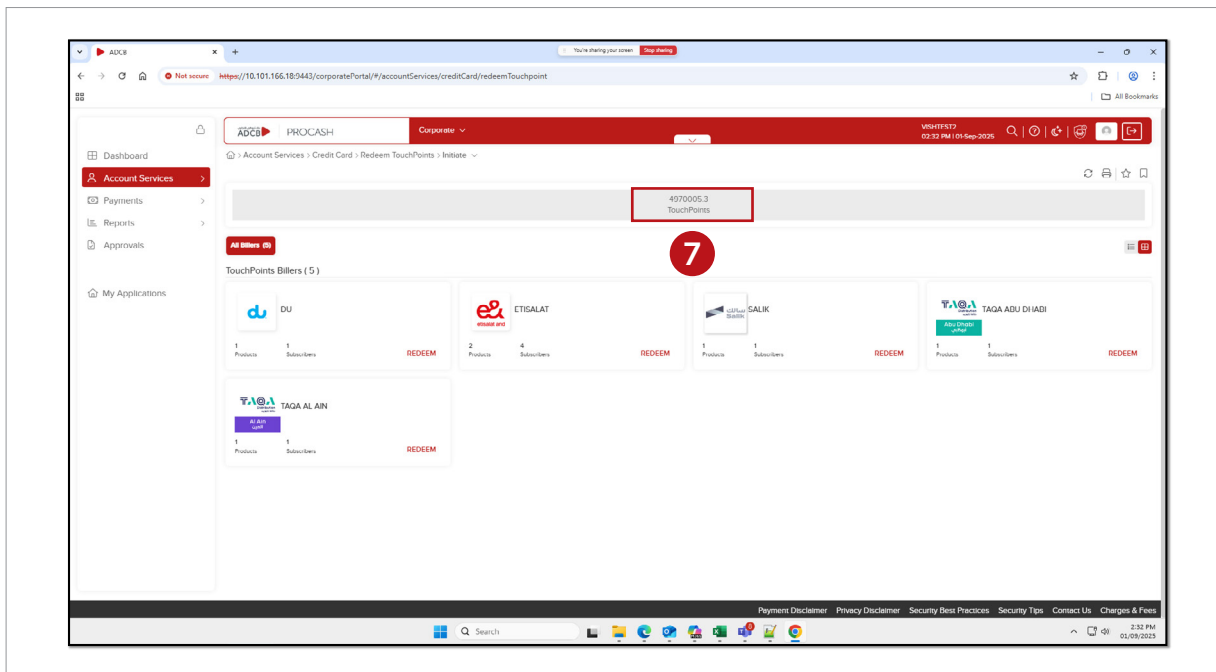
5. Click on 'Redeem TouchPoints' option.



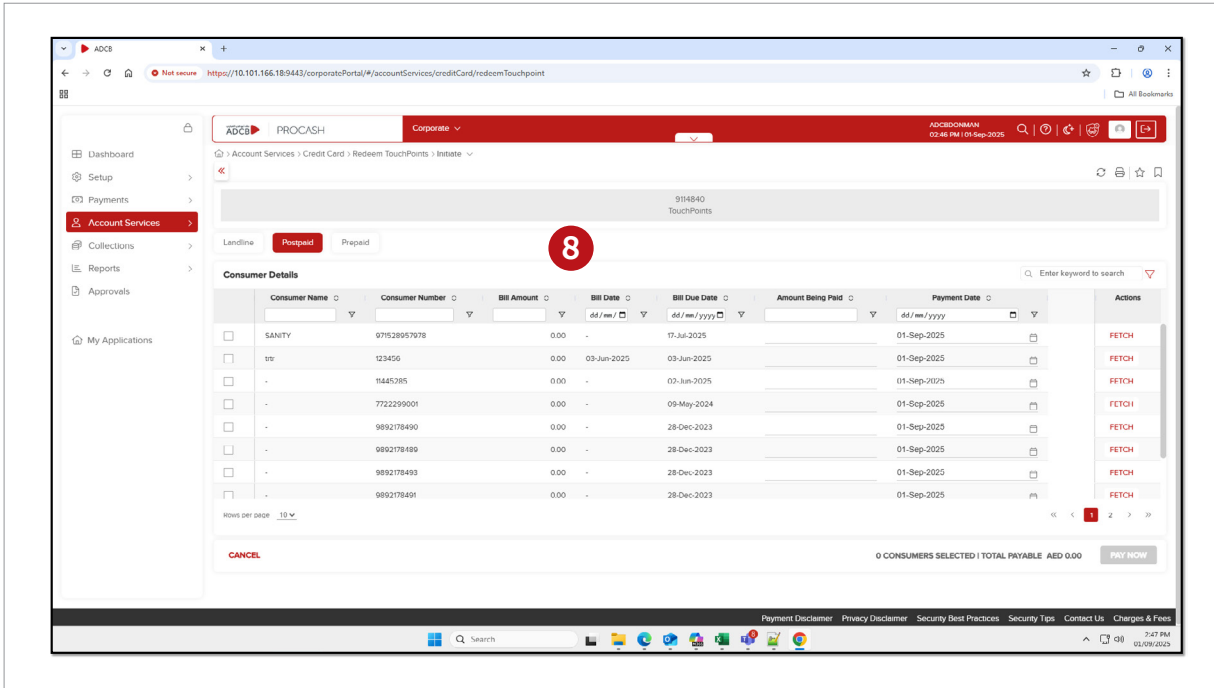
6. Click on **'Initiate'** which appears as a sub-option under **'Redeem TouchPoints'**.



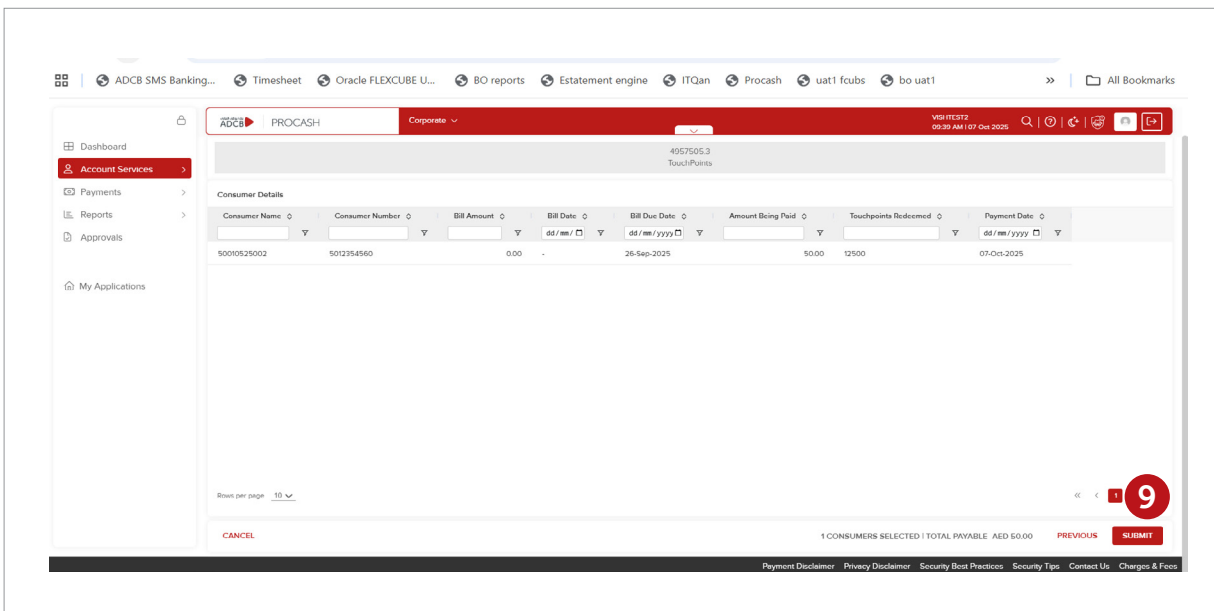
7. Select a registered biller to redeem your TouchPoints. Then, click on **'REDEEM'** under the respective biller. Your TouchPoints balance will be displayed on the redemption screen.



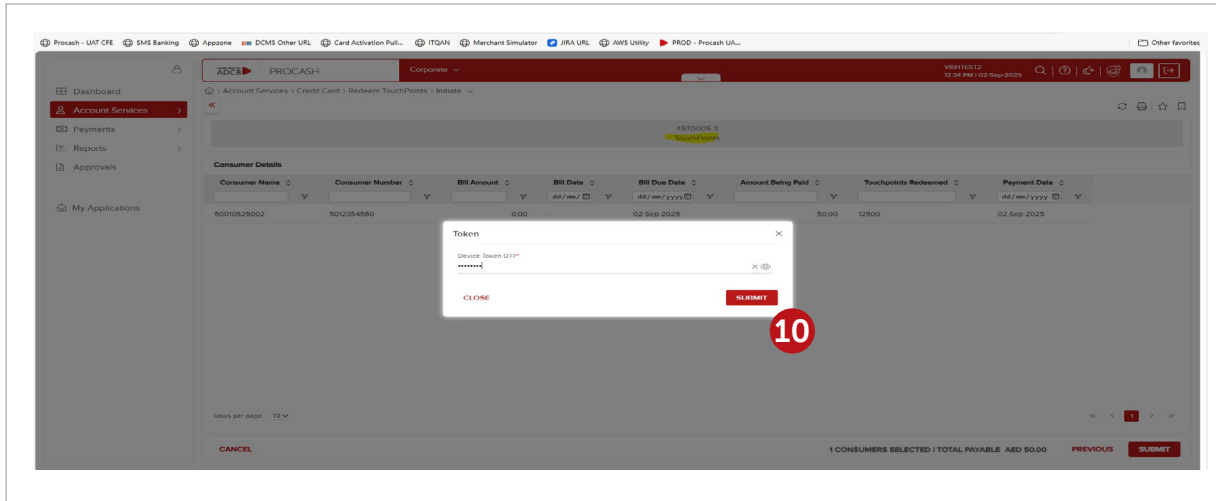
8. Select the consumer number and click on 'FETCH' to obtain the billed amount. Alternatively, you may enter the amount manually and click on 'PAY NOW' to submit a redemption request.



9. Review the payment details and click on 'SUBMIT'

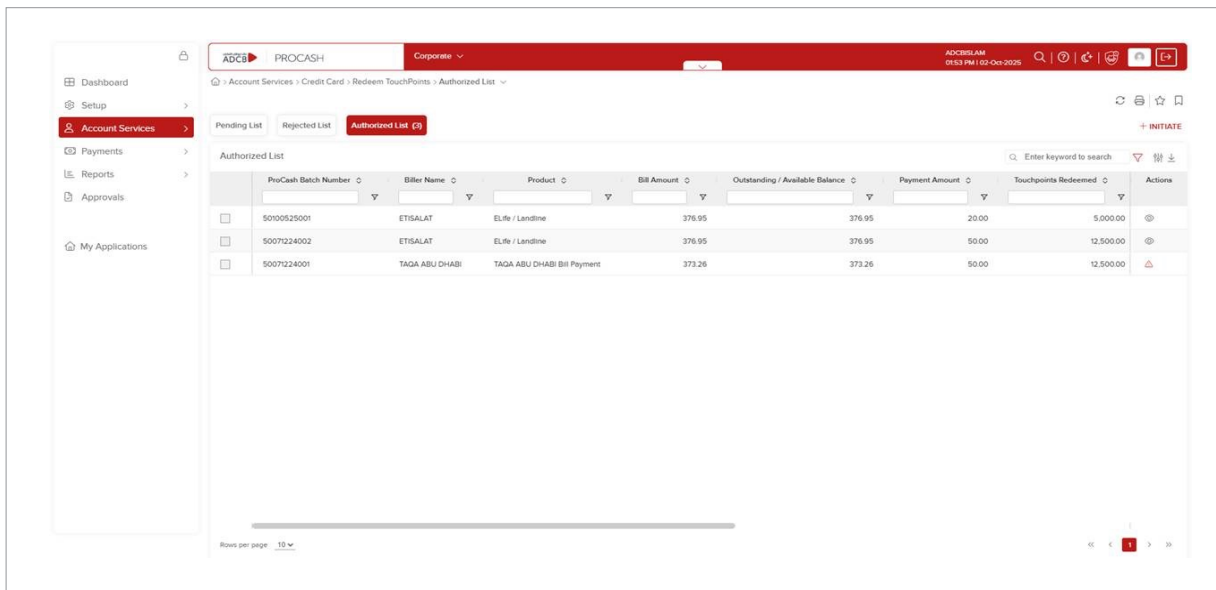


10. Generate a token on the ProCash Mobile App to verify and authorise the payment, then click on 'SUBMIT'.

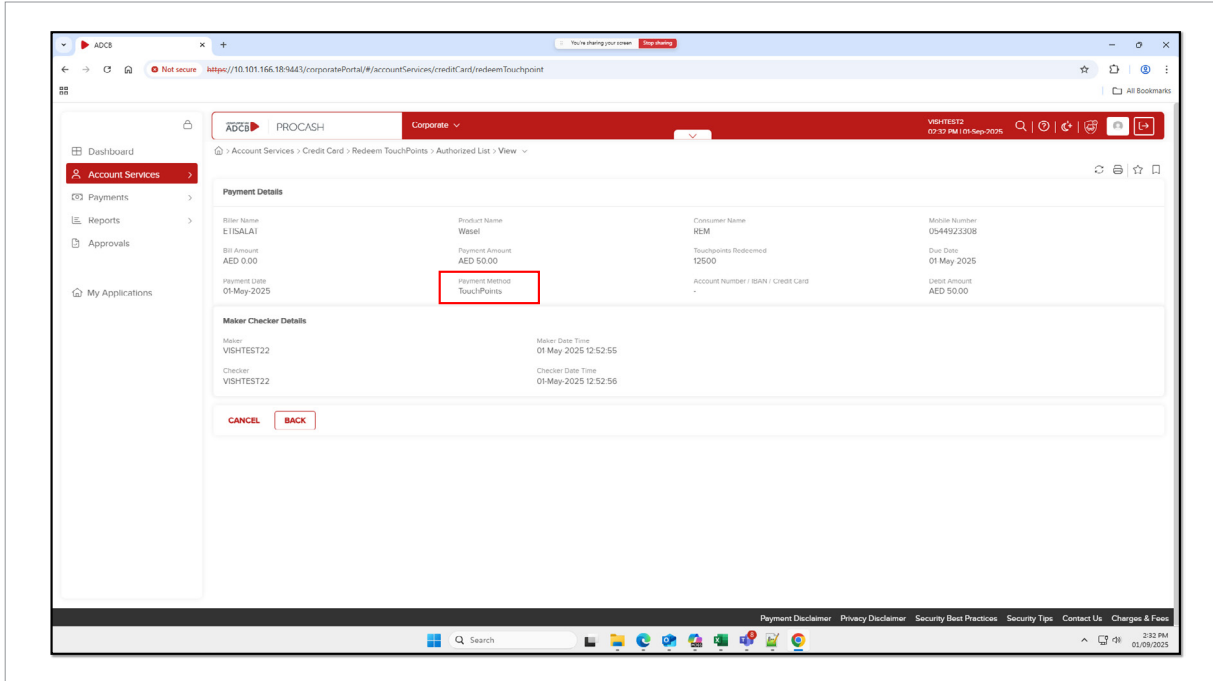


## 2. Authorised List of TouchPoints Redemption

All authorised payments will be in Authorised List. To view payment details, click on the small eye icon under 'Action'.



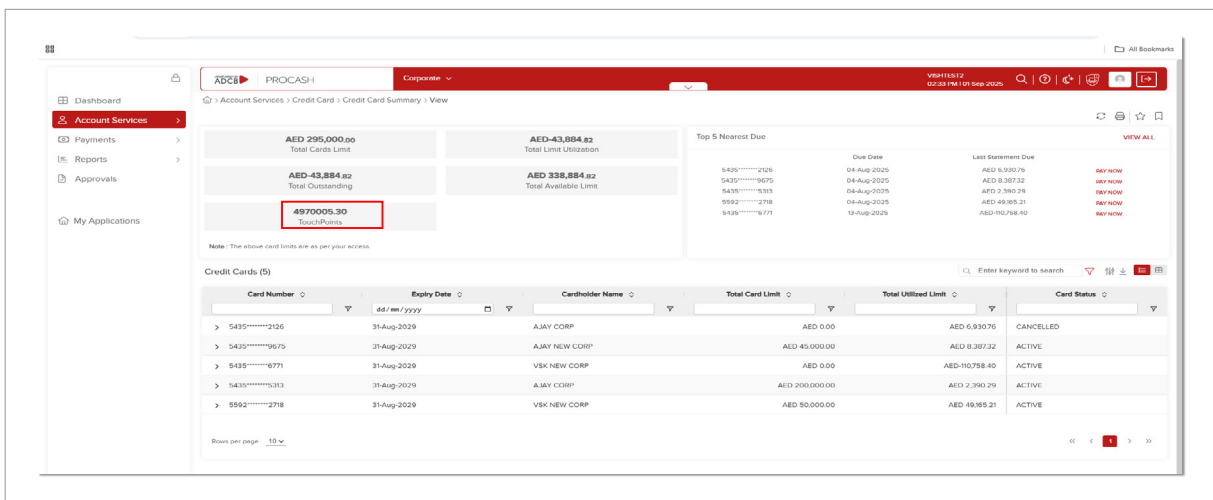
Once you click on the eye icon, the payment details will be displayed as shown below.



Note: ⚠ An error sign will be displayed if the payment is not authorised.

### 3. TouchPoints Balance Inquiry

1. Select **'Account Services'** from the left menu, then navigate to **'Credit Card Summary'** to view your TouchPoints balance.



For any queries, please contact your Relationship Manager or email us at [corporatecardqueries@adcb.com](mailto:corporatecardqueries@adcb.com) using the registered Program Administrator's email address.

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