

COMMERCIAL BANKING



INTRODUCTION
TO PAYMENTS



LLOYDS BANK

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USING PAYMENTS FOR THE FIRST TIME



1.1 Explanation of operator types

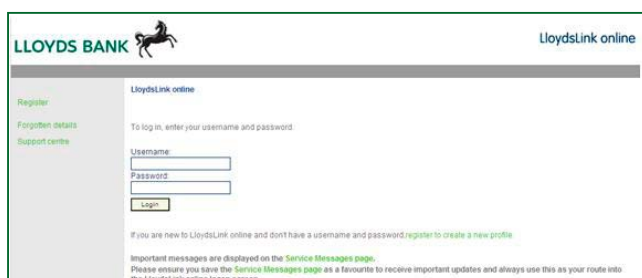
There are three types of role within the Payments application:

- **Payments user**
Will use the service on a day-to-day basis, creating batches.
- **Payments auditor**
Will have access to the Audit Report – a report of who has used the service and what they have done.
- **Payment service administrator**
Will be responsible for allocating different functions/access rights to different user (users can be allocated more than one function).

Depending on the type of user you are logging on as, you will be presented with an application menu detailing the functions which you have been granted access to.

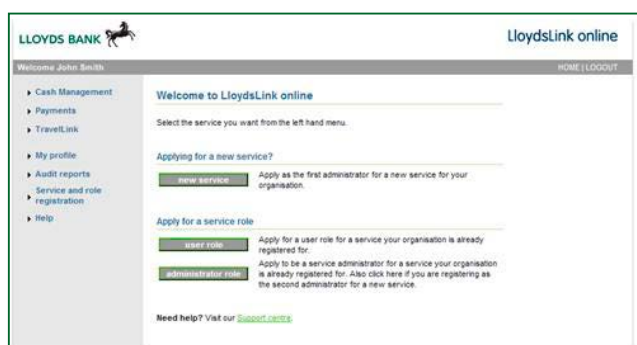
1.2 Login as new user

- 1.1 By selecting the **Login to online services** – login option from the lloydsbankcommercial.com/servicemessage page



- 1.2 At the login dialogue enter the User Id, together with the password, that was quoted when registering for the Payments service.

1.3 What's on your screen?



Once you have successfully logged on you will be presented with a page detailing all the functions which are available to you. These include application services (such as Payments) as well as various functions allowing you to amend your password and memorable details.

NAVIGATION WITHIN THE PAYMENTS SERVICE



2.1 Payments home page

Category	Number of outstanding tasks
Incomplete Payment Batches	5
Payment Batches Awaiting Verification	0
Payment Batches Failed Verification	0
Payment Batches Awaiting Approval	2
Payment Batches Failed Approval	0
Payment Batches Awaiting Submission	1
Account Management Tasks	0
Approve Migrated Accounts	0

By selecting the **Payments service** from the left side of the screen, the following screen is displayed.

The **Payments** home page displays a list of outstanding tasks, i.e. tasks that are waiting for the user to action, (e.g. approve a payment, and submit a payment). The user can action any of the tasks from the list by selecting the corresponding **Details** link.

2.2 Payments navigation box

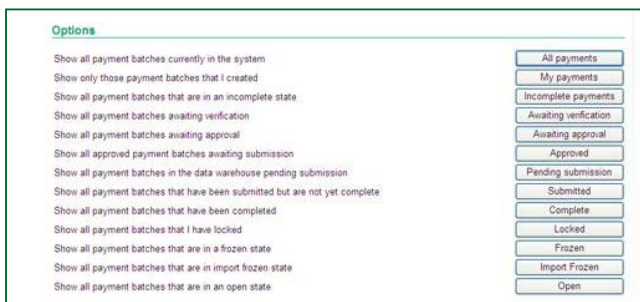
The Payments navigation box appears on the left-hand side of every screen. It allows you to navigate your way around the application, by selecting the area you want to move to.

- Home
- Payment management
- Template management
- Account management
- Archive
- Audit
- Administration
- Migration

Note: Only the functions you have been given permission to access will be displayed.

2.3 Options

At the bottom of every screen is an Options section which includes all the actions you may perform on that screen. For a full explanation of the Options section please refer to the Options glossary of terms.



2.4 Starred fields

Mandatory fields are marked with a green asterisk. Your work cannot be saved unless mandatory fields are completed correctly.



If there is mandatory information missing or the input is incorrect, a yellow warning message will appear at the top of the screen detailing what information needs modifying in order for the payment to be saved. The affected fields will be indicated by red exclamation marks.

2.5 Home/Help/Logout

The following options will be displayed on each page

[Home](#) | [Help](#) | [Log Off](#)

Home: Returns you to the Payments home page

Help: Displays help information relevant to the screen you are on. Within the help information there is a glossary which explains the terms relevant to the area of the application you are in and which you can search through alphabetically.

Logout: Logs you safely out of the Payments system.

2.6 Making Selections

Where you are asked to choose or select an option you will be shown a radio button or a check box . To make a selection, click on the button or box.

Contact us

If you would like any more information, please contact the helpdesk on **0345 900 2070**.

Find out more

 [Go to lloydsbank.com/business](https://lloydsbank.com/business)

Please contact us if you'd like this information in an alternative format such as Braille, large print or audio.

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