COMMERCIAL BANKING

ACCOUNT MANAGEMENT

LLOYDS BANK

Contents

OVERVIEW

1.1 Introduction

Within **Account management** users have the ability to add debit short names to your organisation's debit accounts, or add beneficiary account information, including beneficiary short codes.

1.2 Account Management home page

Select **Account management** and the following screen is displayed. The accounts in your Payments system are sorted alphabetically and the number of accounts which are stored with the **Account management** screen is shown on the top left of the table.

Within **Account management** you will be given the following options,

New beneficiary account

Search

1.3 New beneficiary account

Selecting **New beneficiary account** allows you to add beneficiary account information, including adding a beneficiary short code against the information.

1.4 Search

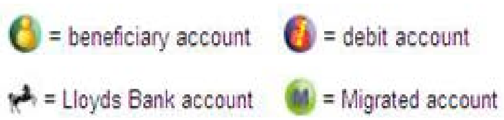
Selecting **Search** allows you to locate a debit or beneficiary account information within the Payments service, using certain search criteria.

1.5 Import beneficiaries

Selecting Import beneficiaries allows you to import beneficiary accounts into your organisation's account library. You must choose a file format to import, please refer to the file format section 10 before initiating the import process.

1.6 Field description

Type: Accounts may be Lloyds Bank accounts, beneficiary or debit accounts. This is indicated by the following icons.



Account name: The name that the customer has given to the account.

Account number: The account number of the saved account.

Account currency: The currency of the account.

Bank name: The name of the bank with which the account is held.

Details: By selecting the **Details** link for a specific account, you can access the full details of that account and choose to edit it.

1.7 Actions

Filters are available on this screen to allow you to sort the current list of accounts. You can choose to either show:

Account Currency

Account Name

Account Number

Bank Name

In addition to the above – you can display the debit and beneficiary accounts in alphabetical order.

Select **Account Management** and the following screen is displayed.

Within the **Option** section – using the sort options select the sort by, in which order and the filter the search and click **Sort** – the details will be displayed in that order.

ACCOUNT MANAGEMENT

2.1 Introduction

Within **Account management** users, with the appropriate permissions, have the ability to add debit short names to your organisation's debit accounts and add beneficiary account information, including beneficiary short names.

2.2 Adding a debit short code

Short codes are a time saving devise that you can use when creating new payments. By entering a short code and clicking **Find**, the fields already saved for that account will automatically be filled on the screen.

1. Select **Details** next to debit account you wish to add a short name, the following screen is displayed.

2. The **Account details** screen is displayed listing the account information of the selected debit account. Select **Add short name** and the following screen is displayed.

3. Complete the mandatory fields and select **Done**, the following screen is displayed.

4. Select **Save** and you will be directed back to the **Account Management** home page.

Note: If your organisation is under dual control, any amendments to the account details, including the addition of new short codes, are stored in memory until approved under dual control.

You also have the option to deny users access to debit accounts, this is within the **Security settings** option. For information on the process to do this please refer to the Security settings section.

2.3 How to add a new beneficiary account

1. Select **New beneficiary account** and the following screen is displayed.

2. Complete all the mandatory fields and select **Done** and the following screen is displayed.

Note: The beneficiary account details cannot be saved unless the mandatory fields have been completed correctly. In order to complete these fields please refer to Appendix 2.

You also have the option to deny users access to certain beneficiary accounts, this is within the **Security settings** option. For information on the process to do this please refer to the Security settings section.

3. Select **Save** to save the entered information and to take you back to the **Account management** home page. Alternatively select **Add short name** and the following screen is displayed.

4. Enter the beneficiary short name details, when all the fields have been completed, select **Save** and the following screen will be displayed.

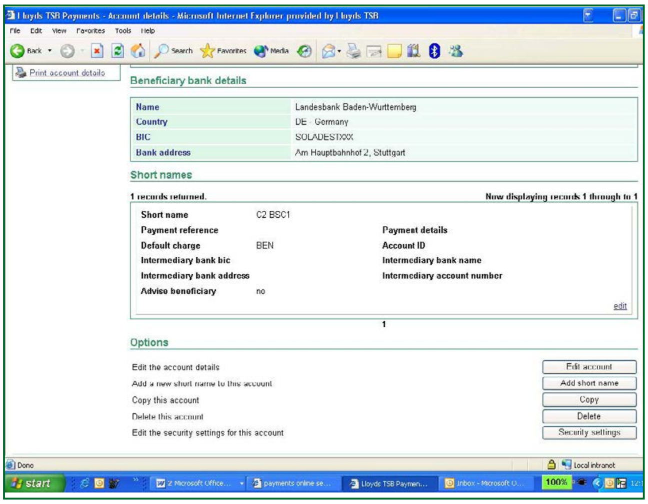
5. Select **Save** to save the short name details against the entered beneficiary account information. Selecting **Save** you will be directed back to the **Account management** home page, completing the process.

Note: If your organisation is under dual control, any amendments to the account details, including the addition of new short codes, are stored in memory until approved under dual control.

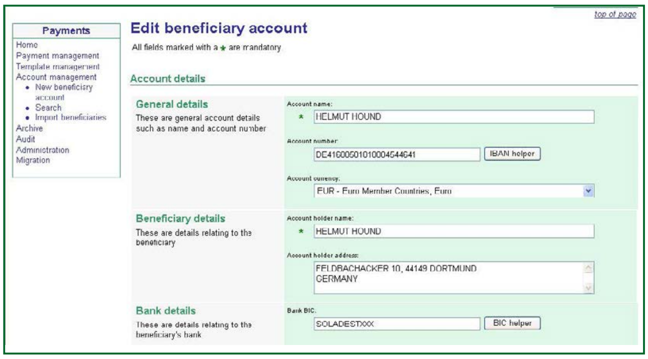
2.4 How to amend a new beneficiary account

This screen allows you to edit accounts that already exist in your Payments system. The details of payments can be altered or removed and then saved in the same way as when creating a new beneficiary account. Mandatory fields are marked with a green asterisk. Accounts cannot be saved on the system unless these mandatory fields are completed correctly.

1. Click the **Account name** link of the saved beneficiary account information you wish to amend and the following screen is displayed.



2. Select **Edit account** and the following screen is displayed.



3. Amend the relevant fields and select **Done**, to save the new entered details against the selected beneficiary short name and the following screen is displayed.

4. Select **Save** to complete the process is now completed and you will be directed back to the **Account management** home page.

2.5 How to amend a debit or beneficiary short name

This screen allows users with the appropriate permissions to edit an account short code.

1. Click the **Account name** link of the account you wish to amend the short name and the following screen is displayed.

2. Select **edit** within the **Short name** section and the following screen is displayed.

3. Amend the relevant fields and select **Done**, to save the new short name details against the selected account details and the following screen is displayed

4. Select **Save** and you will be directed back to the **Account management** home page.

Note: If your organisation is under dual control, any amendments to the account details, including the addition of new short codes, are stored in memory until approved under dual control.

2.6 How to search for a debit or beneficiary account

This function allows you to locate an account within account management by completing one or more of the fields provided; **Account name, Account number, Short code, Bank clearing code**.

You may use an asterix (*) as a wildcard in the search fields but must provide at least 3 consecutive characters. For example a beneficiary account name of "Test Account" could be found by inputting Tes*.

The more fields you complete the more refined your search results will be.

1. Select **Search** and the following screen is displayed.

2. Enter search criteria and select **Search**, the following screen is displayed.

3. Click the **Account name** link to the relevant account details and the following screen is displayed quoting all the account information, including the short name.

4. The search process has been completed.

Note: You also have the option to print the account details, for information on this process please refer to the **Print Option** section.

2.7 How to import beneficiary accounts

This function allows you to import beneficiary account information into your organisations account management library.

1. Select **Import beneficiaries** and the following screen is displayed.

2. Select the format of the file you wish to import, from the drop-down list and either enter the name and path of the file or select **Browse** to navigate to your personal directory.

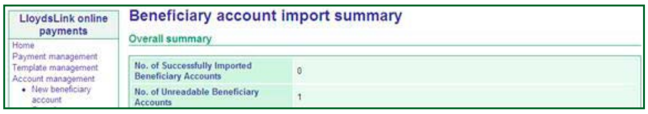
3. Double click the required file and the following screen is displayed.

4. Click **Import** to import the selected file, the following screen is displayed

Note: The Beneficiary account import summary screen shows you the results of the beneficiary account data you have imported.

5. Click **Continue** to continue with the import or click **Cancel** to cancel the import.

2.8 Beneficiary account import summary screen



Overall summary

This section shows you an overall summary for the file and gives you the following information:

- The number of beneficiary accounts that have been successfully read and can be imported. Note that although an account can be imported it may have failed one or more validation checks. The section 'File/beneficiary account validation details' contains details of any validation problems.
- The number of beneficiary accounts that could not be read, indicating a problem with the basic format of the file contents. These accounts cannot be imported by the system.

Unreadable beneficiary accounts

This section shows you details of any accounts that could not be read. This section is only displayed if at least one account cannot be read.

- **Problem identifier:** A short description of the reason why the account could not be read, typically specifying a location within the import file.
- **Problem:** A detailed reason why the account could not be read.

Beneficiary accounts summary

This section shows you a summary of the accounts that could be read. It provides the following information:

- The number of beneficiary accounts that have been successfully validated or have only warning validation messages.
- The number of beneficiary accounts that have failed one or more validation checks. These accounts cannot be imported in your account library.

File/beneficiary account validation details

This section shows you details of any accounts that failed one or more validation checks. This section is only displayed if there was at least one account that caused one or more validation problems. This list only shows a maximum of 10 entries. Standard navigation links are displayed below the list if there are more than 10 entries to display. If the message is a warning then the account can still be imported. If it is a serious problem then the account cannot be imported.

- **Problem identifier:** A short description of the reason why the **account** failed validation, typically specifying a location within the import file.
- **Problem:** A more detailed reason why the account failed validation.

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

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

Our service promise

If you experience a problem, we will always try to resolve it as quickly as possible. Please bring it to the attention of any member of staff. Our complaints procedures are published at lloydsbank.com/business

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