COMMERCIAL BANKING

ADMINISTRATION

LLOYDS BANK

Contents

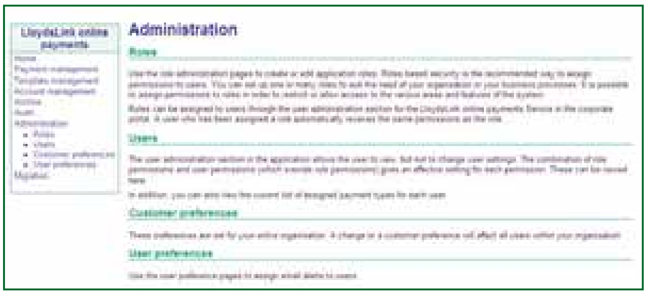
OVERVIEW

1.1 Introduction

This section allows you to create user roles. These roles can be created by any user with the appropriate permissions but must be allocated to a specific user by the service administrator. Roles are bespoke to your organisation so you can design them to exactly meet your specifications. Each user role has a specific set of permissions that the user assigned to that role may perform.

1.2 Administration home page

Select **Administration** and the following screen is displayed.



Within **Administration** you will be given the following options:

- **Roles**
- **Users**
- **Customer preferences**
- **User preferences**

1.3 Roles

Roles can be assigned to users through the user administration section for the Payments service in the Corporate portal. A user who has been assigned a role automatically receives the same permissions as the role.

1.4 User

The user administration section in the application allows the user to view, but not to change user settings. In addition, you can also view the current list of assigned payment types for each user.

1.5 Customer preferences

These preferences are set for your entire organisation. A change to a customer preference will affect all users within your organisation.

1.6 User preferences

You can assign email alerts to users within your organisation.

ROLE ADMINISTRATION

2.1 Introduction

This section allows you to create user roles. These roles can be created by any user with the appropriate permissions but must be allocated to a specific user by the service administrator. Roles are bespoke to your organisation so you can design them to exactly meet your specifications. Each user role has a specific set of functions and debit account permissions that the user assigned to that role may use.

User permissions will override role permissions and organisations who wish to manage all their user's access rights via roles should ensure that user permissions are set to 'not set'.

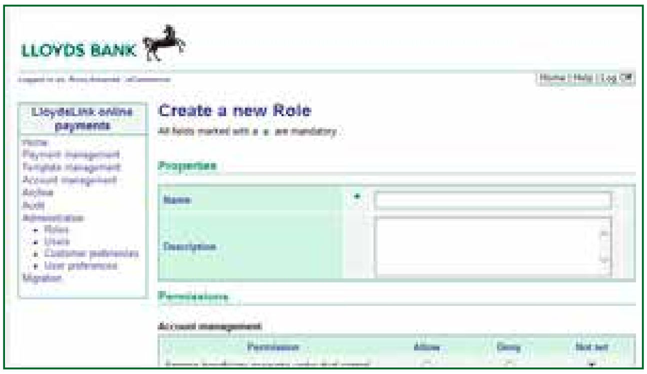
The table shown below shows the name of the role and its description. The number of users you are able to view is shown at the top left labelled records returned. To see details of the role or to edit the role, select Details.

2.2 Creating a new role

This screen allows you to create a new role. Roles are bespoke to your organisation so you can design them to exactly meet your specifications to create a role:

To start with all permissions will be not set. Using the radio buttons you can choose to either deny or allow each of the permissions and under Debit Account Permissions, you can specify which debit accounts are available to that role.

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

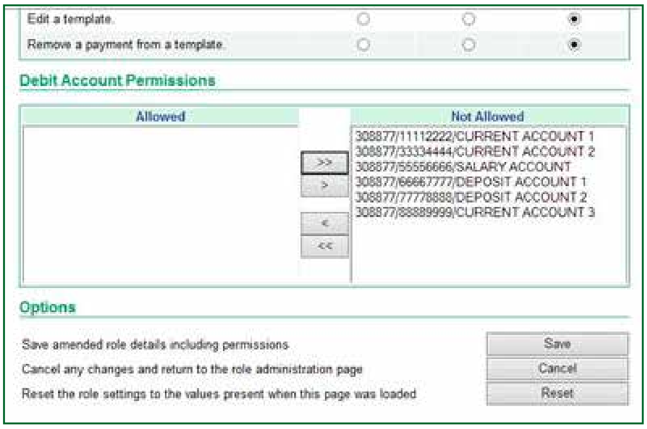


2. Within the Properties section, you can name the role you are creating and provide a brief description of the permissions within that role.
3. Within the Permission section, check the permissions from the list shown here (Example permissions shown, the list on the **Create a new role** page has permissions for all areas of the application), in a combination that meets your requirements.

Note: Setting a permission to **Allow** will allow the user that permission, setting a permission to **Deny** will remove the permission from view and deny the user access to that permission.

If you choose to leave a permission as **Not set** the user will have visibility of the permission but will be denied access.

4. Within the Debit Account Permissions, you can specify which debit accounts are available to that role.



Note: Setting a Debit Account Permission to **Allow** will allow that account to be viewed and used. Setting a permission to **Not allowed** will prevent the role using that debit account or viewing payments or payment batches or templates which contain that debit account.

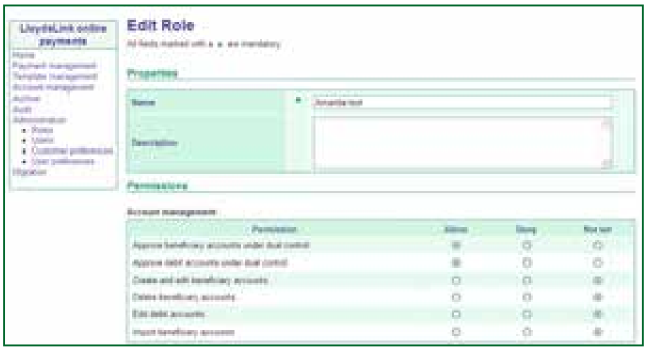
Users assigned to multiple roles will retain access to accounts 'not allowed' by a specific role where they are allowed under the other roles the user is assigned to.

5. When you have completed this process select **Save** and you will be directed back to the **Role administration** home page, which now includes the new role.

Note: Once a role has been created your service administrator can assign it to users.

2.3 Displaying a role

1. Click the **Name** link of the role you wish to display and the following screen is displayed.

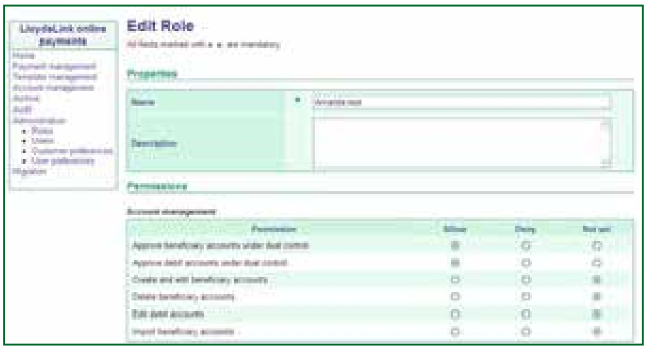


2. Within the **Properties** of the **Edit Role** screen you are advised the name of the role, the description, if entered, of the role and which users within your organisation are assigned to the selected role.

2.4 Edit a role

This screen allows you to edit roles that already exist within the Payments system.

1. Click the **Name** link of the role you wish to display and the following screen is displayed.



2. To edit an existing role, alter the permission combination that is currently shown against that role. This role can then be allocated to users by the service administrator.

Note: Where users are already assigned to the role that you are editing, their permissions will be amended to the new edited role

USER ADMINISTRATION

3.1 Introduction

A user may view your own permissions here but you will not be able to make any changes. These changes will need to be done via your service administrator.

The user list shown on this screen provides a list of all the Payments users in your organisation.

Note: If there are more than one page displayed of users, select next or the page number to move to the next page.

3.2 User details

This screen shows the details and properties for a selected user.

1. Click the **Name** link of the user you wish to display and the following screen is displayed.

The **Properties** table shows the name of the user.

The **Role** table shows any role that the use has been assigned to within the Payments system.

The **Permissions** tables show which permissions can be assigned to a user.

Note: The permissions selected under user permissions override those selected under role permissions and affect only that user, not another user with the same role.

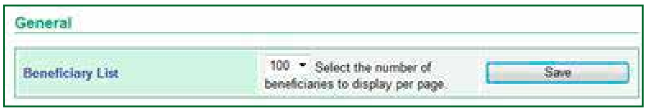
2. Select **Close** to direct you back to the **User administration** home page and complete step 1 to view another user's details.

CUSTOMER PREFERENCES

4.1 Introduction

Customer preferences are work processes that apply to every Payments user in your organisation. They may be selected by any user with permissions to **edit customer preferences**.

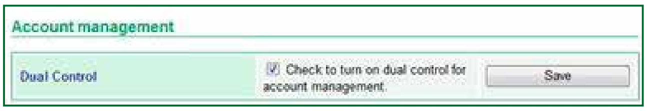
4.2 General



Beneficiary List: You can select the number of beneficiaries to be displayed per page in Payment and Template management. The default is 10.

Once you have amended the setting, click the Save button to save the changes. Only changes to this preference will be saved.

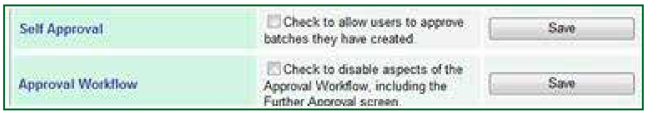
4.3 Account management



Dual Control: Under dual control every change within account management will require approval by two users before it can be implemented. This provides your organisation with the security of preventing one user from making changes to account management without agreement (approval) from a second user. You may choose to de-select dual control but with this you remove the security it provides. This process is usually only selected if a customer has very few members of staff, making multi-user control difficult.

Once you have amended the setting, click the Save button to save the changes. Only changes to this preference will be saved.

4.4 Payment approval



Self Approval: If **Self Approval** has been selected, one user is able to both create and approve a payment by themselves. This removes the security provided by the default setting that requires payments to be created/approved by more than one user (when freeze batch option is also selected). This process is usually only selected if a customer has very few members of staff, making multi-user approval difficult.

Once you have amended the setting, click the Save button to save the changes. Only changes to this preference will be saved.

Approval Workflow: Check to disable aspects of the Approval Workflow, including the Further Approval screen.

4.5 Payment verification

This screen allows you to switch the payment verifications on or off. If you select **verification** for a particular payment type, you must choose between visual and manual verification, resulting in the payment type needing to be verified before the batch can be approved.

To set or amend the verification settings for a payment type select the **Edit** link corresponding to the payment type:

There are two types of verification that can be set for each payment type individually:

- **Visual verification** – where the payment is visually scanned by the verifier to check for mistakes.
- **Manual verification** – where elements of the payment form must be re-keyed by the verifier.

If you select **Manual Verification** or **Visual Verification**, you will also need to choose the fields that you want the verifier to either view or re-key during the verification process.

Select the fields from the table (shown below) by ticking the box next to the chosen field.

Select **Save** to save your choices for the payment type verification. You will be directed back to the **Customer preferences** home page where you can start the setting the verification process for a new payment type.

USER PREFERENCES

5.1 Introduction

This screen shows the current email notification settings for each user in your organisation.

List of users

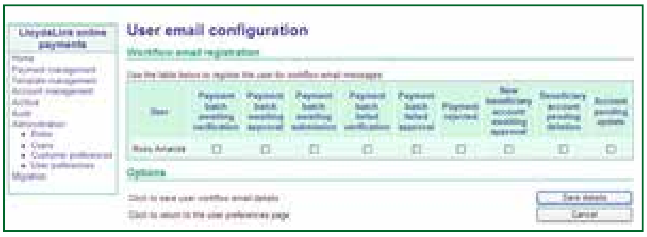
This is a table of all users in your organisation that are registered to use the Payments application. If a user's email notifications have been disabled their details still appear in this table but are greyed out. To re-enable a user's email notifications click the user's name to go to the 'User email configuration edit' screen.

The following information is shown for each user:

- The user's name. If you click the user's name you are taken to the 'User email configuration edit' screen where you can make changes to the email notifications for this user.
- A yes/no indication for each of a series of workflow events. If 'yes' is displayed for a particular workflow event then this user is registered to receive an email notification for this event. The list of workflow events for which a user can be configured is as follows:
  - Payment batch awaiting verification.
  - Payment batch awaiting approval.
  - Payment batch awaiting submission.
  - Payment batch failed verification.
  - Payment batch failed approval.
  - Payment batch rejected.
  - New beneficiary account awaiting approval.
  - Beneficiary account pending deletion.
  - Account pending update.

5.2 How to configure a user

1. Click the user's Name link and the following screen is displayed.



Note: This screen shows the current e-mail notification settings for an individual user that has been selected from the previous '**User email configuration**' screen. This screen allows a user's email configuration details to be amended or for all email notifications to be temporarily disabled. If the user's email events are currently disabled this screen can also be used to re-enable the email settings.

If the email registrations are currently disabled then the details are not editable until the 'Re-enable' button is clicked.

2. Configure the selected user by checking the relevant boxes and click **Save details**, the following screen is displayed.

3. To configure other users complete the above steps.

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.

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