COMMERCIAL BANKING

PAYMENT ADMINISTRATION

LloydsLink online

LLOYDS BANK
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Introduction

The user guides for the payments service provides detailed information on how to navigate your way around the Payments Service.

The administration section allows a user with the administration permission to create roles, display users, and edit customer and user preferences.
The administration section allows a user with the administration permission to create roles, display users, and edit customer and user preferences.

Customer preferences

Within this section, you will have the ability to edit the Customer preferences, which 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.

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.

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 approved by more than one user. This process is usually only selected if a customer has very few members of staff, making multi-user approval difficult.

To set the account management section to dual control or the self approval option, complete the following steps:

1. Select the Administration section.
2. Select Customer preferences and the following screen is displayed.

3. Check the Account Management or the Self Approval box.

4. Click Save, all users within your organisation with the approve account management tasks or the approve batches permission can now approve entered beneficiary accounts or batches they have created. The process is complete.
Creating Roles

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.

**Note:** All permissions will be Not set. Using the radio buttons you can choose to either deny or allow each of the permissions.

1. **Select Administration, Roles and Add:** the following screen is displayed.

   ![Create a new Role](image)

   **Properties** section:
   - Name
   - Description

   **Permissions** section:
   - Account management
     - Permission: Approve beneficiary accounts under dual control
     - Allow: [ ]
     - Deny: [ ]
     - Not set: [ ]

   The Permission section shows you the various permissions that are offered to you which can be selected to meet 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.

2. **Within the Properties section,** you can name the role you are creating and provide a brief description of the permissions within that role.

   The Permission section shows you the various permissions that are offered to you which can be selected to meet 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.

3. **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.
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.

Select Account management and the following screen is displayed.

Type: Accounts may be Lloyds Bank accounts, beneficiary or debit accounts. This is indicated by the following icons.
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 the debit account you wish to add a short name to and 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.

![Account details]

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.

**How to add a new beneficiary account**

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

![Create beneficiary account]

**Note:** The beneficiary account details cannot be saved unless the mandatory fields have been completed correctly.

You also have the option to deny users access to certain beneficiary accounts, this is within the Security settings option.
2. Complete all the mandatory fields and select Done and the following screen is displayed.

![Account details](image1.png)

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.

![Create a new short name](image2.png)
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 will direct you 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 the memory until approved under dual control.

Contact us

You can contact our 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.

Important information

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