



INVOICE FINANCE ONLINE

Invoice Discounting User Guide



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WELCOME TO INVOICE FINANCE ONLINE

The gateway to managing your Invoice Discounting facility is our online portal, Invoice Finance Online. Designed to work in the office or on the move, this easy-to-use and secure website offers all the features you need to help your business thrive.

Log into Invoice Finance Online to:

- [View a summary of your facility](#) - see page 8.
- [Send ledger updates](#) – see page 13.
- [Check your available funds](#) - see page 16.
- [Request payments](#) - see page 17.
- [View and download reports](#) - see page 24.

User administration

In your organisation, those responsible for creating and amending users in Invoice Finance Online are known as Primary Admin User(s).

If you're a designated Primary Admin User, please see the companion guide: **Invoice Finance Online – Primary Admin User Guide** for how to complete these activities.

Business hours

If you need to contact us, our office hours are 8.45am to 5.15pm Monday to Thursday and 8.45am to 5.00pm Friday, excluding Bank Holidays.

Glossary of terms

A glossary of terms can be found at the end of this guide.

MANAGING YOUR INVOICE DISCOUNTING FACILITY

These pages provide you with useful information to help you make the most of your facility with us

Understanding your agreement number

In Invoice Finance Online, your Invoice Discounting facility is known as an **agreement**. Each agreement has a unique reference ID, consisting of:

- **A seven digit number**, known as your Client Number. This identifies your business and is the same for each agreement you have. For example 0000043.
- **A three-digit code**, for each agreement you have. For example, 001, 002 and so on.
- **A three-character code**, for the currency of the agreement. For example GBP.

The agreement reference number will show in Invoice Finance Online and on your statements like this:

0000043/001/GBP

You will have a separate Agreement for each product and currency you hold with us.

Multiple Agreements

Where you have more than one Agreement with us, or you are part of a group of Clients, an **Aggregation Agreement** will be created with an additional Agreement reference number.

The Aggregation Agreement will enable you to view all the Agreements within your group.

Regular tasks

There are a number of tasks you'll need to do regularly to make sure your Invoice Discounting facility runs smoothly. These are shown in the checklist opposite.

Points to remember

Sometimes we may ask you to provide supporting details for some of your invoices. This may take the form of a copy invoice, purchase order or contract and some proof of delivery such as a courier docket or signed delivery note.

We will apply a disapproval until these have been received and approved.



Please advise your Client Manager if there are any material changes in your customer base, your terms of trade, or if you anticipate a large order or high levels of business from one debtor.

This will allow time to agree any changes to your limit that may be required.

Daily

- Bank all payments from your funded debtors into your Trust Account. This includes all electronic payments, CHAPS, cheques, bank drafts and cash.
-

Weekly

- Send us an update of your sales ledger and make sure all your invoices are posted to your accounts package *at least* weekly. See page 13.
 - Download and save your Trust Account statement and check it against your records.
-

Monthly

- Before the 15th of each month do the following.
 - Apply all cash received, marking off against the appropriate invoices, and then close down your sales ledger for the previous month.
 - Log into Invoice Finance Online and select the Close Month button to clear the month-to-date balances. See page 19.
 - Complete a month end reconciliation and send your Sales Ledger Reconciliation Report to your Lloyds Bank Daily Contact, together with copies of the Month End Aged Debtors and Aged Creditors reports - see page 19.
 - Check your monthly Invoice Discounting statement against your own records, and use it to reconcile your bank current account with your accounting books.
 - Send Management Accounts to your Client Manager.
-

Quarterly

- Send a Statement Run or Customer Name and Address listing to your Lloyds Bank Daily Contact.
-

Annually

- Send Audited Accounts to your Client Manager within four months of your financial year end.
-

LOGGING ON TO INVOICE FINANCE ONLINE

To log on and access useful information and videos, go to lloydsbank.com/invoice-finance-online

1. To log on, visit: lloydsbank.com/invoice-finance-online and on the right of the screen click **Log On**.
2. On the Invoice Finance Online log on screen, enter your user name and password.
 - Your Primary Admin User will set up and tell you your user name. This will be the first seven digits of your agreement reference number, followed by your initials.
 - If you are a Primary Admin User, your Lloyds Bank Daily Contact will set up and tell you your user name.
 - The first time you log on you'll need to create a password – to do this, the click **Forgot Password?** link on the log on screen and follow the instructions.
 - For security, you'll be prompted to change your password every 30 days.
3. Click **Login**.

TIP: Invoice Finance Online automatically logs out after 10 minutes of inactivity. Press F5 to return to the log-on screen or clear any error messages.



For the security of your business and to ensure the correct Payment Authority Level is applied, each user should log on using their own user name and password. These should never be shared.

Lloyds Bank is not responsible for verifying this.

Creating a password

To create a password for the first time, or if you forget your password, do the following:

1. On the Invoice Finance Online log on screen, click **Forgot Password?**.
2. Enter your user name and your business email address registered with Invoice Finance Online. Then click on **Request Password Reset**.
3. You will receive an email containing instructions to create a password. See below for how to choose a suitable password.

If you do not receive a password reset email, check the business email address registered in Invoice Finance Online with your Primary Admin User.
4. Once you've created your password, you'll be prompted to return to the log on screen.

About passwords

- Passwords must have at least eight alphanumeric characters, to include one uppercase letter, one lowercase letter and one number.
- You can also include special characters, such as *, # and @. Spaces or more than two consecutive characters (such as eee, 222) are not allowed.
- You cannot use a password you've used before.
- You cannot use your first, middle, last name or user name.

Forgotten passwords

If you forget your password, click the **Forgot Password?** link on the log-on screen and follow the instructions.

If you are unable to re-set your password or lock yourself out of the system

- If you enter your password incorrectly three consecutive times, you will be locked out of your account. If this happens, please refer to your **Primary Admin User**.
- If a Primary Admin User is unavailable, please e-mail the Service desk AIFclients@lloydsbanking.com confirming your Username and requesting for your account to be unlocked. The email will need to come from the registered email address associated with the account you are trying to unlock. The mailbox will be monitored 08.00 to 18.00 Monday to Friday, and we aim to respond within 30 minutes.
- After your account has been reactivated, return to the Invoice Finance Online log on screen and click the **Forgot Password?** link and follow the instructions to create a new password.
- If your email address is not set-up correctly in Invoice Finance Online, please ask your Primary Admin User, or if unavailable, your Lloyds Bank Daily Contact to update it.

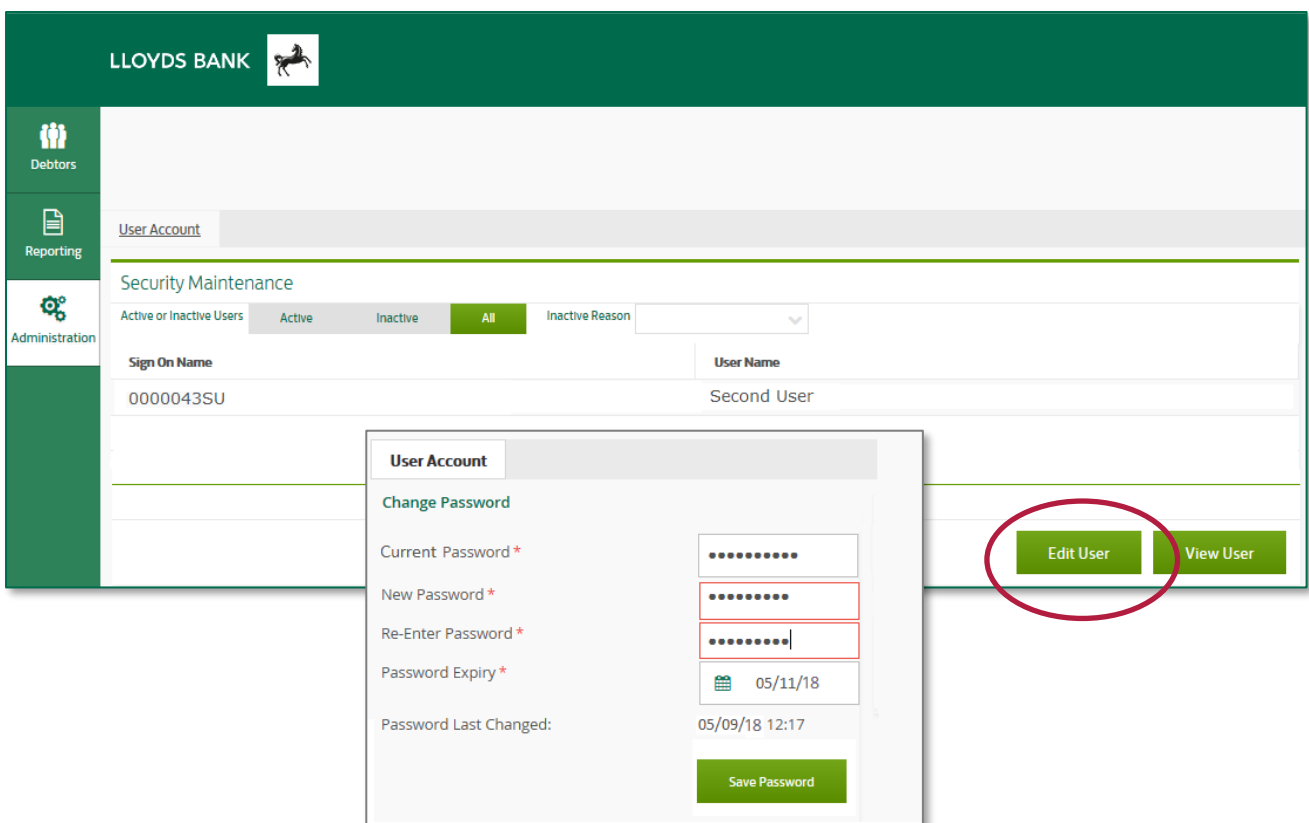
Keeping yourself secure

If you believe your password has been compromised, you can change it yourself at any time from within Invoice Finance Online:

1. Click on **Administration** in the left-hand menu.
2. The Security Maintenance screen confirms your name. Click on **Edit User** at the foot of the screen.
3. On the User Account screen, scroll down and click **Change Password**.
4. In the pop-up window, you can now enter your current password and then enter and re-enter a new password.
5. Click **Save Password**.

You have now successfully reset your password.

To proactively change your password if you think it has been compromised – select **Edit User** and change your password.



VIEWING YOUR AGREEMENT DETAILS

Quickly access all your data and actions from one summary screen

Single Agreements - if you have a single Invoice Discounting facility, after logging on, the Agreement Summary is the first screen you will see. This is explained in detail on [page 9](#).

Multiple Agreements - if you have more than one Agreement with us, or you are part of a group of Clients, you will first see a list of all agreements held, including an Aggregation Agreement. The Aggregation Agreement shows you the consolidated totals of all your agreements.

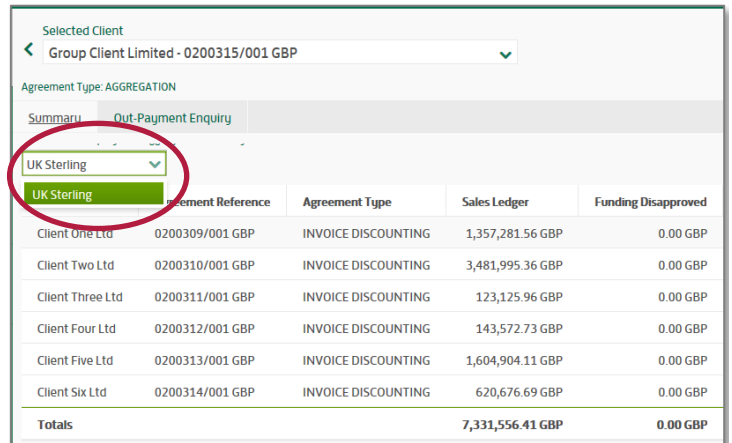
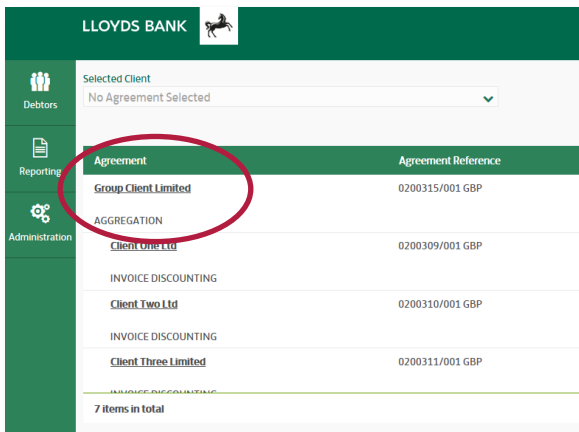
Viewing your consolidated totals

To view the consolidated totals click on the **Aggregation Agreement** at the top of the list.

A list of all the agreements in the Aggregation Agreement and each agreement's balances will display.

At the bottom you will see the consolidated totals of your agreements.

If you have any **currency agreements** you can change the view of the consolidated totals into any currencies held.



If you have an Asset Based Lending (ABL) agreement, the Aggregation Agreement Summary will show your ABL agreement balance.

When you are ready to view or action a specific agreement, click the down arrow in the **Selected Client** field at the top of the screen and click on the agreement required.

The Agreement Summary will display for the selected agreement. The Agreement Summary is explained in detail on the next page.

YOUR AGREEMENT SUMMARY

Understanding the Agreement Summary

Information on the Agreement Summary is organised into categories which are called 'widgets'. You can choose which widgets appear on the screen and where. For how to do this see page 26.

The table below lists the widgets you'll use and what information they provide. See also the screen picture on the next page.

Quickly move around the Agreement Summary using hyperlinks

You can use the hyperlinks in the Agreement Summary to view detailed information on daily movements such as your Sales Ledger, Funds in Use and Disapproved Funding; Out-Payments and the Daily Cash Sweep from your Trust Account.

You can also use the tabs at the top of the Agreement Summary to view this information.

Widget name	Description
Main Balances	Shows the current position for your Invoice Discounting facility.
Request Funds	This is where you request a payment from your Available Funds .
Movements This Month	Shows your current sales ledger (assignments) including any ledger updates that are waiting to be posted by us; the total value of out-payments this month, and any out-payments awaiting approval; the total in-payments from your Trust Account, and that day's in-payment value when the transfer from your Trust Account has taken place. Also shows the movements on an Asset Based Lending (ABL) product.
Breakdown	Here you can see how your availability is made up. <ul style="list-style-type: none"> ▪ Click on Disapproved Breakdown to view items that have been disapproved for funding. ▪ The Availability figure does not take your Review Limit into account. ▪ Retention on Approved Funding is the balance of the advance rate we retain.
Out-payments Today	Shows payment requests made today. <i>Note: resize your screen to 75% to view all content on the Out-Payment Enquiry tab.</i>
Limits	Shows your Review Limit, which may cap your Available Funds. If you have a Temporary Review Limit this will also show here, with the expiry date.

Click on an **icon in the left hand menu** to return to your **Agreement Summary**, download **reports**, or change your **password**.
Tip: you will not use the Debtors icon for your Invoice Discounting facility.

Click on the arrow to view the Agreement Summary for a different agreement, if you have more than one, or are part of a groups of clients.

Use the **tabs** along the top to view transactions and management information statistics.

Request a **payment** directly from your Agreement Summary. For details see page 17.

Click on the **bell** to view notifications. This provides an audit trail of the actions taken in Invoice Finance Online

Click on any **underlined** item to view more detail.

The order and layout of your Agreement Summary may differ from this example.

VIEWING MAIN BALANCES

The Main Balances widget allows you to view details of your transactions within requested date ranges

Main Balances shows you the current balance of your sales ledger, disapproved funding, funds in use and any accrued fees and discount charges.

To see a breakdown of the ledger transactions, click on any of the underlined categories.

Main Balances	
Sales Ledger	159,619.31 GBP
Funding Disapproved	42,000.00 GBP
Funds in Use	32,532.49 GBP
Accrued fees	0.00 GBP
Accrued Discount	0.00 GBP

Using the Movements tab

- Clicking on the **Movements** tab at the top of the Agreement Summary will also take you to the breakdown of ledger transactions
- In the Movements tab, you'll also be able to see **Notified Cash** which is the value of any payments received from your debtors, which you have included on your ledger updates.

Disapproved funding

Disapprovals are items not currently approved by us for funding purposes. They are divided into the following types:

- Aged:** invoices older than the agreed funding period.
- Individual Debtor Funding Limit:** a debtor has exceeded their credit limit set by us.
- Copy Invoice Requests:** a copy invoice has been requested to provide supporting information.
- Contras:** identifies potential contra trading that we have disapproved.
- Reconciliation:** any unidentified items between your month end ledger and our sales ledger control.
- Other:** any item that is not included in the above categories. There will be a reason for disapproval on the screen.

If you have an Asset Based Lending (ABL) facility then further disapproval types may apply.

Funds in use

Funds in use is the total outstanding balance on your account, which consist of the payments you have taken plus any charges made by us, minus the value of all receipts from your debtors.

For a detailed breakdown of payments **we** have received from your debtors, please refer to your trust account statements.

Accrued fees and discount charges

These are the value of accrued fees and discount charges that have been applied during the current calendar month or for specified date ranges.

Note that any accrued Debtor Protection fees or Service fees will not affect your total availability figure.

Additional Points about Viewing Movements

- The movements screen for each transaction type are all laid out in the same way, with transaction totals on the left and individual items on the right
- You can move between the types of movements, by selecting the required option from the drop down menu on the **Account** field
- You can change the date range for the breakdown, or click the relevant buttons to see the movements for This Month, the Last 30 days or Year to Date (YTD).
- You can download transactions into Excel if required.

SENDING LEDGER UPDATES

Send us updates to your sales ledger by creating a schedule entry on the Ledger screen in Invoice Finance Online

You'll need to do this at least weekly in order to ensure our control ledger is reconciled with your sales ledger.

Always make sure that your invoices are posted to your accounts package before you do this.

Creating a schedule

1. Click on **Ledger** in the left hand menu to display the Schedule Entry screen.
2. Click on **Create a Schedule Header**
3. The next sequential **Batch Reference** is allocated automatically.

Scroll down to reveal the detailed Schedule Entry fields.

4. In the **B/Fwd** column, enter today's date in the Document Date field.

The **opening sales ledger** balance will populate after you have submitted your first month end to us and will update each month when you press your Month End button. See page 19.

The screenshot shows the 'Ledger' screen in Invoice Finance Online. The left-hand menu has 'Ledger' selected. The main area shows the 'Schedule Entry' form. Callouts point to the following elements:

- 1. Click on Ledger in the menu to display the Schedule Entry screen.** (Points to the 'Ledger' menu item)
- 2. Click Create Schedule Header.** (Points to the 'Create Schedule Header' button)
- 3. The next Batch Reference in the sequence will be allocated automatically.** (Points to the 'Batch Reference' field containing '38')
- 4. Enter today's date in the Document Date field.** (Points to the 'Document Date' field in the 'B/Fwd' column)

	B/Fwd	Today	Month To Date
Document Date	<input type="text"/>		
Opening S/L	489,010.36 GBP		
Invoices	0.00 GBP		0.00 GBP
Credit Notes	0.00 GBP		0.00 GBP
Cash	0.00 GBP		0.00 GBP
Settlement Discount	0.00 GBP		0.00 GBP
Adjustments	0.00 GBP		0.00 GBP

Completing the Schedule

Now enter your totals into the Schedule.

5. In the **Today** column, enter the relevant amounts for the following items, since your last notification to us:
 - **Invoices**
 - **Credit notes**
 - **Cash**
 - **Settlement discounts**
 - **Adjustments - / +** - for negative adjustments insert a minus sign.
 - **Exclusions** – if applicable, include the total amount of any items to be excluded.
6. **Closing S/L** – *overtyp*e the Closing Sales Ledger balance with the new value from your Aged Debtors report.

You are now ready to submit the schedule, as explained on the next page.

Points to remember

- You don't need to include commas – these are added automatically.
- As you enter each field, the **Month to Date** column will update automatically.
- **Net assignments** – this will automatically populate with the net overall movement of the figures above for the funded ledger.
- **Total S/L Movement** – the sum total of your Net Assignments will automatically populate. This will reflect the overall movement on your gross sales ledger less exclusions.
- The **Schedule Number** is added automatically.

5. In the **Today** column enter the amounts for invoices, credit notes, cash, settlement discounts, adjustments and any exclusions.

Schedule Entry			
	B/Fwd	Today	Month To Date
Document Date	20/09/18		
Opening S/L	200,000.00 GBP		
Invoices	0.00 GBP	20,000.00 GBP	20,000.00 GBP
Credit Notes	0.00 GBP	5,000.00 GBP	5,000.00 GBP
Cash	0.00 GBP	25,000.00 GBP	25,000.00 GBP
Settlement Discount	0.00 GBP	250.00 GBP	250.00 GBP
Adjustments +/-	0.00 GBP	-150.00 GBP	-150.00 GBP
Net Assignments	0.00 GBP	-10,400.00 GBP	-10,400.00 GBP
Exclusions	0.00 GBP	GBP	0.00 GBP
Total S/L Movement	0.00 GBP	-10,400.00 GBP	-10,400.00 GBP
Closing S/L	189,600.00 GBP		
Month	August 18		
Schedule Number	1		

6. Overtyp

e your **Closing Sales Ledger** balance from your Aged Debtors report.

Submit the schedule and send us your accompanying daybooks and supporting ledger information

Submitting the schedule

Once you have entered the amounts into the Schedule, submit it to us:

1. Scroll up and click **Submit Schedule**
2. If all the figures balance, a **Confirm Batch Submit** window will pop up.

Check the details and click **Confirm**.

Confirm Batch Submit	
Schedule Reference	1
Batch Type	Bulk ID Batch
Batch Amount (No Cash or Exclusions)	14,600.00 GBP
Invoice Total Amount	20,000.00 GBP
Credit Items Amount	5,000.00 GBP
Settlement Discount Amount	250.00 GBP
Adjustment Amount	-150.00 GBP

If the figures do not balance, a warning message will appear and you'll need to check and correct the Schedule. We recommend checking the **Closing S/L balance**.

Click on **Submit Schedule** to re-submit.

3. A successful notification message will appear at the top right of your screen.

On your Agreement Summary, the schedule amount will appear under **Pending Assignments** in the Movements this Month widget.

4. Email your daybook files and supporting ledger information to the email address provided in your **Contacts and Facility Information** document.

Please quote your Client Name and Client Number in the subject line.

If you need any assistance with sending your schedule and emailing your daybooks please get in touch with your Lloyds Bank Daily Contact.

Schedule approval cut-off times (subject to business rules)

- Schedules received by 12 noon will be processed the same day, in time for you to request a same day payment from the availability.
- Schedules received after 12 noon and before 3.30pm will be processed the same day.
- Schedules received after 3.30pm will be processed the next working morning.

Once processed, your Available Funds will update to reflect approved invoices and disapprovals.

Daybook report formats

Please save your daybook files into one of the following formats:

- .PDF
- .CSV
- .XLS
- .TXT
- .HTML
- .PRN

Supporting ledger information

As part of your daybook files we will need the following:

- Aged Debtor report
- Invoice report
- Credit Note report
- Cash receipts report
- Any settlement discounts
- Any positive or negative sales ledger adjustments made and the rationale
- A breakdown of any exclusions.



You will not be able to submit another ledger update schedule until the previous one has been processed by your Lloyds Bank Daily Contact.

CHECKING AVAILABLE FUNDS

The maximum amount you can request as a payment from us is known as your **Available Funds**.

Your **Available Funds** are shown under the **Request Funds** section of your Agreement Summary in Invoice Finance Online.

When requesting a payment through Invoice Finance Online, your Available Funds are updated:

- immediately when you request an Out-Payment before 3pm on a working day.
If an Out-Payment is requested after 3pm, Availability will be reduced immediately, but the Out-Payment will be processed the following working day.
- within the same day for ledger updates notified to us by 3.30pm on working days, subject to business rules.

Debtor payments into your Trust Account

Once a payment made into your Trust Account has cleared through our systems, it will increase your Available Funds.

Understanding the Availability Breakdown

- Borrowing Base** - your Sales Ledger balance, less any Disapproved Funding, multiplied by the agreed Advance Rate. If you have arranged an Over Advance, the higher rate will be applied to increase your Borrowing Base.
- Deductions** - any funds already drawn down, known as your Funds in Use – plus any Pending Out-Payments and fees and charges.
- Availability** - the Borrowing Base less Deductions – this shows the maximum funds that could be available if permitted by your Review Limit.

Availability Breakdown		Disapproved Breakdown		
Borrowing Base	-	Deductions	=	Availability
88,214.48 GBP	-	52,649.44 GBP	=	35,565.04 GBP
Borrowing Base		88,214.48 GBP		
Sales Ledger				159,619.31 GBP
Funding Disapproved				42,000.00 GBP
Funding Approved Balance				117,619.31 GBP
Advance Deduction Rate				@ 75%
Deductions		52,649.44 GBP		
Funds in Use				32,599.44 GBP
Accrued Discount				0.00 GBP
Pending Out-Payments				
Additional Information				
Retention on Approved Funding				



Any difference in the amount of your Available Funds and the Availability Breakdown figure is because your Available Funds have been capped by the amount of your Review Limit.

Request Funds	
Available Funds	35,565.04 GBP

REQUESTING FUNDS

Request a payment from your Available Funds at any time, using the Request Funds widget on your Agreement Summary

1. Select how you want to receive your payment using the menu in the **Payment Type** field. This defaults to the payment method agreed at the outset of your Agreement, but you can change this each time. The **Fee for this Payment** will display if applicable.

The Payment Recipient is the main bank account defined within your Agreement. If you have more than one account registered with us, you can select an alternative.

2. Enter the amount of the payment in the **Amount Requested** field.
 - The full amount of your Available Funds will show in the field automatically. To change, overwrite with the amount needed.
 - Your Available Funds will be reduced by the Amount Requested **plus** any applicable payment fee.

For Payment Types and for when fees are chargeable, see page 18.

3. Click **Request Funds** – double check the Amount Requested before confirming.

The **Add Payment Details** box is not required.



When requesting funds, any payment fee applicable will also be deducted.

This means that if you request your full Available Funds, the payment fee will be deducted from your payment value.

For current fees, see the Fees and Charges tariff in Invoice Finance Online.

Request Funds	
Available Funds	124,601.71 GBP
Payment Type	Same Day Payment
Fee for this Payment	25.00 GBP
Payable Amount	124,576.71 GBP
Payment Recipient	Main
Amount Requested	124,576.71 GBP
<input type="button" value="Add Payment Details"/> <input type="button" value="Request Funds"/>	

Example 1 – requesting less than the Available Funds

- Available Funds of **£30,000**.
- Faster Payment request of **£10,000**.
- You receive payment of **£10,000**.
- Available Funds reduced by **£10,005** to **£19,995** – the payment request **plus** the Faster Payment fee of £5 in this example.

Example 2 – requesting full Available Funds:

- Available Funds of **£30,000**.
- A Faster Payment request for the full availability of **£30,000**.
- You receive payment of **£29,995** – payment value minus the Faster Payment Fee of £5
- Your **Available Funds** is reduced by **£30,000** to show a £0 balance.



Where you have more than one Agreement with us, or you are part of a group of Clients, you cannot request a payment across the group; and the payment value must not exceed the group availability.

Payment types and fee tariff

Faster payments – you'll be able to request Sterling funds up to a value of £99,999 per transaction by requesting a Faster Payment. A chargeable fee applies.

- Requests received before 3pm Monday – Friday (excluding bank holidays) will be credited to your account within 3 hours of receipt by us.
- Requests received after 3pm or on non-working days will be credited by 12 noon the next working day.

Same day CHAPS payment – a chargeable fee applies.

- Requests received before 3pm on a working day will be credited to your account on the same day.

BACS (Automated Clearing System) payment - free of charge:

- Requests submitted by 3pm on a working day will be credited to your account on the third working day.

There are no restrictions on the number of Faster Payments, Same Day Payments (CHAPS) or BACS transactions you can request each day.

In all cases, payment timescales are subject to business rules, including checks and authorisation.

Currencies and currency conversions

- If your Agreement is held in Sterling, Euros or US Dollars, payments made in the Agreement currency are subject to the same payment terms as above.
- For Agreements held in any other currency, your request will be processed the same day if submitted by 3pm on a working day, but the payment may not credit your account the same day.
- For currency conversions, please get in touch with your Daily Contact who will organise this for you. Currency conversions are guaranteed same day if the request is received by 10.30am.

Out-Payment Enquiry

Your request for funds will be given an out-payment status to monitor progress from authorisation to release to your bank account:

You can check the progress of your payment by using the **Out Payment Enquiry** tab.

Out-Payment status	Description
Out-Payment Auto Approved	<i>Not Applicable.</i>
Out-Payment Not Auto Approved	Pending approval by Lloyds Bank.
Manually Approved	Approved for release.
Rejected	Request rejected.
Deleted	Request deleted.
Out-Payment Posted	Out-Payment sent and Funds In Use balances updated.
'External' status	<i>Not applicable.</i>

- Select the **Out-Payment Enquiry** tab or **Out-Payment link** from your Agreement Summary.
Resize your screen to 75% to see all content.
- Select an **Out-Payment** status or select the **blank field** to search for all Out-Payments.
- Select a **value range** and/or **date range** for the Out-Payment.
- Tick the **tick box** to view the transactions, or the **Download Arrow** to download the data.
- Click on an Out-Payment transaction to **highlight it**, in order to view the Payment Details in a table.

Points to remember

- When you request a payment, your Available Funds will be updated immediately.
- The Funds in Use figure on the Agreement Summary will update once the payment has been approved and released.

MONTH END CLOSE DOWN AND RECONCILIATION

Please close down your sales ledger at month end, and reconcile your sales ledger to our control ledger by the 15th of the following month

The purpose of the monthly reconciliation is to reconcile the difference between your financed ledger and our control ledger.

Each calendar month when you close down your own sales ledger, you'll need to notify us of the month end close down date by selecting the **Close Month** button, and then send us a completed Reconciliation Report along with Aged Debtors and Aged Creditors reports.



The Close Month button can only be used once in a calendar month.

Select Close Month button

Once you have submitted your last schedule update for the month, please notify us of your month end close down by selecting the **Close Month** button in Invoice Finance Online.

1. Click on **Ledger** in the left hand menu to display the **Schedule Entry** screen.

2. Select **Close Month**.

The screen will display your opening month to date, movements this month and closing balance.

3. Select either:

- **Confirm** to continue closing down
- **Cancel** to postpone the close down.

4. To confirm, click the button **Are You Sure?**

A message will appear saying that 'the month- to-date balances have been cleared; please perform a ledger reconciliation'.

The next step is to complete your month end reconciliation. Please refer to your Daily Contact if you need any guidance.

The screenshot shows the 'Confirm Close Month' dialog box overlaid on the 'Ledger' menu. The dialog box contains the following data:

Confirm Close Month	
Opening S/L	1,020,000.00 GBP
Invoices	2,026,100.00 GBP
Credit Notes	1,100.00 GBP
Cash	21,000.00 GBP
Settlement Discount	1.00 GBP
Adjustments	-100.00 GBP
Net Assignments	2,003,899.00 GBP
Exclusions	0.00 GBP
Total S/L Movement	2,003,899.00 GBP
Closing S/L	3,023,899.00 GBP
Close Month	July
Last Schedule Number	126

At the bottom of the dialog box are 'Cancel' and 'Confirm' buttons. The background shows the 'Ledger' menu with 'Close Month' highlighted, and the 'Schedule Entry' screen with a 'Selected Debtor' dropdown and 'Create Schedule Header', 'Submit Schedule', and 'Close Month' buttons.

Completing the Reconciliation report

Your Lloyds Bank Daily Contact will send you the **Reconciliation Report** and help you to complete it the first time you do it. Your contact will continue to offer guidance until you are comfortable with the process.

The Excel **Reconciliation Report** is divided into six sections and is explained over the following pages:

1. Sales Ledger Balance.
2. Schedules processed by us after calendar month end.
3. The balance of uncleared cash items in the trust account at calendar month end.
4. Cash items posted to the sales ledger and in the trust account after calendar month end.
5. Cash items in the trust account before calendar month end and not posted to the month end sales ledger.
6. Any other adjustments and comments.

When you've completed your report, please send it to your Lloyds Bank Daily Contact together with copies of your **Aged Debtors** and **Aged Creditors** reports.



To avoid charges for late submission, the reconciliation report must be completed and submitted before the 15th of the following month. For example, the November month end reconciliation report must be completed before December 15th.

1. Sales Ledger Balance


Complete the top fields with your company name, the current date and your agreement reference. Then enter the following:

- Client Month End Gross Sales Ledger Balance - the total sales ledger balance from the Aged Debtors Report.
- Non-notified Balances – the total excluded figure.
- Client Month End Financed Sales Ledger - the Financed Ledger is then automatically calculated based on the Gross Ledger minus the Exclusions.
- LBCF (Lloyds Bank Commercial Finance) Calendar Month End Sales ledger Balance - this figure is the Commercial Finance month end sales ledger balance.

This figure should always be the sales ledger balance up to the last working day of the calendar month and will only include invoices, credit notes, cash and adjustments received up to this point.

You can find this figure on your monthly Client Statement as the **Gross Debtors Closing Balance**. Alternatively, you can also find this figure in Invoice Finance Online by searching your Sales Ledger movements for the last calendar day of the previous month.

Section 1: Sales Ledger Balances

		MONTH END SALES LEDGER RECONCILIATION	
CLIENT	<input type="text"/>	CM	<input type="text"/>
		CC	<input type="text"/> Rec completed by
DATE OF LEDGER	<input type="text"/>	ACC. NO.	<input type="text"/>
CLIENT MONTH END GROSS SALES LEDGER BALANCE (as per hard copy provided)			<input type="text"/>
NON NOTIFIED BALANCES			<input type="text"/>
CLIENT MONTH END FINANCED SALES LEDGER BALANCE			<input type="text" value="0.00"/>
LBCF CALENDAR MONTH END SALES LEDGER BALANCE			<input type="text"/>

2. Schedules posted by us after month end

Enter the figures from the schedules which have been sent to us after the calendar month end up to when you have closed down for the month.

You can find these details in Invoice Finance Online by searching your Sales Ledger movements from the end of month to when you shut down.

For example, if you close down on the 5th of a month, you'd search for any items extracted by Gemini from 1st to the 5th of the new month.

You only need to include invoices, credit notes, adjustments and settlement discounts.

3. The balance of uncleared cash items in the trust account at month end

Enter the uncleared balance from the trust account as at month end.

You can find this on the far right column on your trust account statement.

Then:

- Print the trust account statements for the month you're reconciling and also the following month.
- Obtain a Debtor Receipt Report for each notified schedule up to your month-end close down date.
- Mark off each receipt which appears on your Debtor Receipt Report against receipts on your Trust Account statement up to your month-end close down date.

Section 2: Schedules processed by us after month end

SCHEDULES PROCESSED BY LBCF AFTER MONTH END (ENTER +/- FOR ADJUSTMENTS ONLY)						
DATE	SCH NO	INVOICES	C/NOTES	ADJUSTMENT	SETT DISC	TOTAL
		0.00	0.00	0.00	0.00	0.00
		0.00	0.00	0.00	0.00	0.00
		0.00	0.00	0.00	0.00	0.00
		0.00	0.00	0.00	0.00	0.00
		0.00	0.00	0.00	0.00	0.00
TOTAL		0.00	0.00	0.00	0.00	0.00

Section 3: Uncleared cash items in Trust Account at month end.

UNCLEARED BALANCE IN TRUST ACCOUNT AT MONTH END	0.00
---	------

4. Cash items posted to the ledger and in the trust account after calendar month end

If you have ticked any cash which appears in the trust account in the following calendar month then you will need to enter the details in this section.

5. Cash items in the trust account before calendar month end and not posted to the month end sales ledger

Identify receipts that have been paid into the trust account but not applied to your sales ledger at the time of closing down for the month.

Section 4: Cash items posted to the ledger and in the trust account after month end.

ITEMS POSTED TO CLIENT SALES LEDGER APPEARING ON TRUST ACCOUNT AFTER CALENDAR MONTH END						If still a difference....
B/S DATE	AMOUNT	B/S DATE	AMOUNT	B/S DATE	AMOUNT	TOTAL
						0.00

Section 5: Cash items in the trust account before calendar month end and not posted to the month end ledger.

ITEMS ON TRUST ACCOUNT BEFORE CALENDAR MONTH END NOT POSTED TO CLIENT MONTH END SALES LEDGER						TOTAL
B/S DATE	AMOUNT	B/S DATE	AMOUNT	B/S DATE	AMOUNT	TOTAL
						0.00

6. Any other adjustments and comments

Enter underpayments, overpayments, contras and any other figures which do not apply and don't directly fit into the above boxes.

Enter these figures as either a negative or positive figure - an overpayment will need to be a positive figure and an underpayment will need to be a negative figure.

Final figures

If everything within the month has been accounted for the final figures should balance. If there is a difference, there is a notes area to provide an explanation.

If there is a positive reconciliation difference, this will be disapproved whilst this is investigated.

What to do if there's a reconciliation difference

- Check your cut-off date at month end. Have you allowed for items in transit?
- Does your Aged Debtors Report add up correctly, including any unallocated cash?
- Does our month end Sales Ledger Statement show that we have processed everything you have sent us?
- If there are excluded accounts/invoices, have these changed since last month? Have items relating to these accounts been sent to us inadvertently?
- If customers have paid by BACS into the trust account at month end, have you posted these to your ledger?
- Do any remittances credited to your own bank account need transferring to the trust account?
- Have all unpaid cheques or refunds to customers been accounted for correctly?
- Have you notified us of all customer settlement discounts you have allowed?
- Have you notified us of all journal adjustments and write offs you have applied to your ledger?
- Have all currency exchange differences been accounted for?

When you've completed your report, please send it to your Lloyds Bank Daily Contact.

Section 6: Other adjustments and comments

OTHER ADJUSTMENTS (ENTER +/- AS REQUIRED) ALL NEGATIVE ADJUSTMENTS SHOULD BE ADJUSTED OR RESERVED			
COMMENT	AMOUNT	ACTION	DATE
SUB TOTAL	0.00		
ADJUSTED LBCF SALES LEDGER BALANCE	0.00		
CLIENTS BALANCE	0.00		
DIFFERENCE BETWEEN CLIENT & LBCF (POSITIVE AMOUNT WILL BE RESERVED)	0.00		
PLEASE PROVIDE EXPLANATION FOR ANY DIFFERENCE			
% DIFFERENCE			
COMMENTS			
DIFFERENCE B/FWD FROM PREVIOUS MONTHS RECONCILIATION MOVEMENT	0.00		
	0.00		

DOWNLOADING YOUR MONTH END REPORTS

You can view and download your Month End reports directly from Invoice Finance Online

Month End reports

Three client reports will be generated automatically each month and available for download from the **first of every calendar month**.

1. Client Invoice:

This lists all charges made by us on a daily basis, including VAT to include on your VAT returns.

2. Client Statement:

For standard Invoice Discounting facilities this lists:

- All sales ledger transactions for the month as submitted to us on ledger updates, including all cleared cash balances swept from the trust account.
- All payments drawn from your facility – the funds in use.

For Asset Based Lending facilities, the statement records the assets held and any movements.

Use the Client Statement report to reconcile with your own accounts and to complete the Sales Ledger Reconciliation.

3. Client Statistics:

This provides useful management information such as net in-payments and net out-payments.

You can also obtain data and graphs for your main balances by clicking on the **Statistics** tab from your Agreement Summary screen.

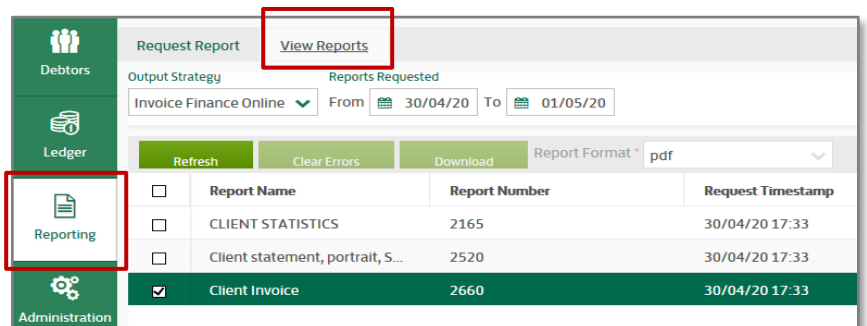
How to view and download your Month End reports

To view and download your Month End reports:

1. Click **Reporting** in the left hand menu.
2. Select the **View Reports** tab.
3. Select the Output Strategy as **Invoice Finance Online**.
4. **Reports Requested - Date range** - this defaults to the last seven days, so if you are downloading your reports at the beginning of the month, the reports will display beneath ready for you to download.
 - If downloading later in the month, amend the Date range field to include **the last working day of the month** you require reports for.
5. **Tick the box** next to a report to highlight and select it. The format will default to the only option of Printable Document Format (PDF).
6. Click the **Download** button.
7. A pop-up message will ask you whether you would like to **open** or **save** the report – select the option as appropriate.
8. Save a copy for your own records.



Click View Reports tab to view and download your month end reports



Requesting new reports

At any time you can request a Client Statement to cover a specific date range.

You can also request an interim Client Statistics report, to cover the period since the last report was generated automatically.

How to request a new report

To request a Client Statement for a date range or to request an interim Client Statistics report:

1. Click **Reporting** in the left hand menu.
2. Select the **Request Report** tab.
3. Tick the box for the report you need.
4. Enter a **Date Range** for a Client Statement, or enter an **As At Date** for an interim Client Statistics report.
5. Click **Request Report**.
6. To view or download these reports click **View Reports** tab and follow steps 5 to 8 on the previous page.

Trust Account statements

Trust Account statements can be viewed through **Commercial Banking Online**. These detail all the payments received from your debtors.

We recommend that you reconcile these to your own records on a monthly basis.n

The screenshot shows a web interface for requesting reports. At the top, there are two tabs: 'Request Report' (which is highlighted with a red box) and 'View'. Below the tabs, the 'Request Report' form is displayed. It has a title 'Request Report' and a 'View' link. Under 'Agreement Reports *', there are two checkboxes: 'CLIENT STATISTICS' (checked) and 'Client statement, portrait, SL, FIU & summary' (unchecked). Under 'Output Strategy *', there is a dropdown menu showing 'Invoice Finance Online'. Under 'As At Date *', there is a date input field showing '09/11/17'. At the bottom right of the form is a green button labeled 'Request Report'.



To view your month end reports on-screen, and any new reports you request, please change your browser settings to 'Always open pop ups in a new tab'.

CUSTOMISING YOUR AGREEMENT SUMMARY

By changing the layout of the widgets on the Agreement Summary you can easily see and access the information most important to you

The first time you log into Invoice Finance Online the widgets of your Agreement Summary are visible one beneath the other. You can decide which widget goes where and remove any that aren't useful.

Note that widgets may display in two or three columns, depending on your screen resolution. We recommend you expand your browser window so that it is at its fully size.

The following widgets are applicable for an Invoice Discounting Agreement:

- Main Balances
- Request Funds
- Breakdown
- Movements this Month
- Out-Payments Today
- Review Limit

Removing and adding widgets

1. Start by removing any widgets you don't need.

To do this, click on the **X** at the top right hand of a widget.

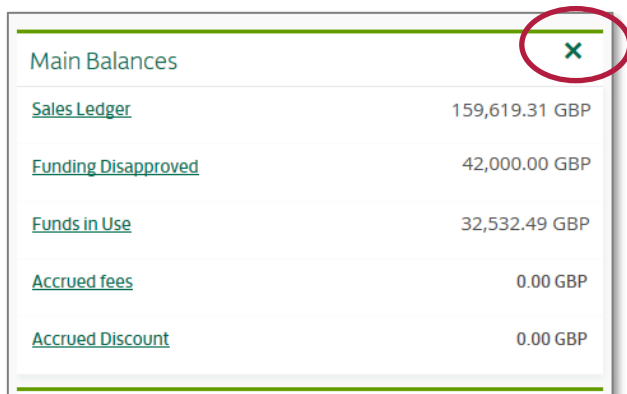
The widget will close and you'll see an empty field with dashes around it.

2. Now add a widget to the field by clicking inside it and then selecting the one you want from the list.

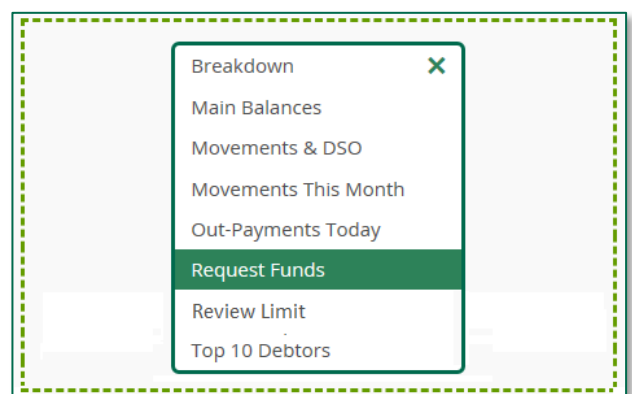
3. Continue adding and removing widgets to the remaining fields on the screen.

4. When you have set the layout how you want it, click the **noticeboard pin** at the top right of your screen to confirm the setting as your default view.

Click the **X** to remove a widget...



... then click in the field to choose a new one from the list.



GLOSSARY OF TERMS

Agreement

The legal document that sets out all the arrangements between us. This is called the Receivables Finance Agreement including its Standard Terms and Conditions.

Your Agreement is allocated an Agreement Number for identification of your facility within Invoice Finance Online. This consists of a seven-digit number which identifies your business, followed by the number of the specific Agreement and the currency. For example:

0000043/001/GBP

Advance Rate

The percentage advanced against the approved Sales Ledger - also known as initial percentage (IP%) or pre-payment (PP%). Any agreed Over Advance is used to calculate the Borrowing Base.

Aggregation Agreement

If you hold more than one Agreement, an Aggregation Agreement enables you to see an aggregated view of all the Agreements held.

Assignments

The Sales Ledger movements assigned to us as a schedule.

Available Funds

The amount, under the terms of your facility, you may draw from us, taking into account the agreed Review Limit.

Availability

A calculation of the maximum funds that could be available if your Review Limit permitted.

BACS payment

A payment can be made to you by BACS free of charge. This will be in the receiving bank account on the third working day.

Borrowing Base

The value of your Sales Ledger less Disapproved Funding multiplied by the agreed Advance Rate or Over Advance Rate.

Collateral

A sales ledger control account kept by us based upon information provided by you.

Debtor

The entity you transact with (your customer) and who you invoice, for the supply of goods or the provision of services to them with an obligation to pay for the goods or services provided.

Debtor concentration limit

This is also known as Credit Limit or Individual Debtor Funding Limit.

A set maximum percentage and/or value allocated to a Debtor typically managed via a specific funding limit. The concentration level is calculated based upon the Debtor balance divided by the value of the sales ledger.

As an example a Debtor balance of £40,000 on a sales ledger of £100,000 would result in a 40% ledger concentration for the Debtor.

Disapprovals

Debts or amounts not approved for funding purposes. The main types are:

- Reconciliation - any unidentified items between your month end ledger and our sales ledger control.
- Copy Invoice Requests - a copy invoice has been requested to provide supporting information.
- Individual Debtor Funding Limit - customer balances exceeding a credit limit set by us.
- Contras - identifies potential contra trading that we have disapproved.

Discount charge

A charge against the amount outstanding on funds in use, typically calculated in a similar way to interest at a margin over a base/lending rate and applied to your facility in line with your Agreement.

Exclusions

These are debtors excluded from the arrangements between us.

Faster payments

A payment to you up to £99,999, to arrive within the same working day, usually within three hours, subject to cut off times and compatibility with the receiving account. A fee is levied.

Funds in Use

The total outstanding balance on your facility, being the amounts drawn down by you along with any charges made by us, less all receipts from your debtors.

Gemini Extractor tool

Gemini is a software tool that automatically extracts your sales ledger from your accounting package and sends an update to us. If you would like to use Gemini instead of submitting your schedules through Invoice Finance Online, please discuss this with your Lloyds Bank Daily Contract.

Invoice Finance Online

The system used to view information, upload schedules and request payments from your invoice discounting facility.

Over Advance

An agreed temporary increase in the percentage advanced against the approved sales ledger.

Payment Authority Level

The maximum payment amount that can be requested by a user in Invoice Finance Online.

Permissions

Permissions are what users can see and do in Invoice Finance Online. For example, make payments, view sales ledger information.

Primary Admin User

An Invoice Finance Online user responsible for creating and maintaining additional users. There can be more than one Primary Admin User.

Reassignment

Whilst your Agreement arranges for all your debts (unless formally excluded from the Agreement) to be assigned to us, we may occasionally pass back to you debts we no longer require to support the facility.

Review limit

The maximum amount you may draw down under your facility. At your request, we will review this limit as and when your business requires it.

Same Day Payment

We can make same day payments, paid to your bank by close of day, subject to cut-off times and a fee levied. Also known as CHAPs.

Service fee

A charge for providing the service element of an Invoice Finance product. The fee is typically charged as a percentage of the invoices sold to Lloyds Bank Commercial Finance or may be a fixed fee.

Trust Account

Any bank account into which remittances from customers in respect of invoices are required to be paid which is unencumbered and declared in trust for us and on which we are the only authorised signatory.

Widgets

Categories of information in your Agreement Summary, which you can move around or remove to customise your page.

SUPPORT FOR YOU

If you experience any problems accessing or using Invoice Finance Online there's a number of ways you can get help

Problems can be divided into three categories:

- Problems getting to Invoice Finance Online over the Internet.
- Problems logging in to Invoice Finance Online.
- Problems using or interpreting Invoice Finance Online.

Problems with internet access

Please contact your IT department or your Internet Service Provider if you can't establish a connection to the Internet.

If you can log on to the Internet, but cannot access Invoice Finance Online, contact your Lloyds Bank Daily Contact.

Problems logging in

If you are a **Primary Admin User** of Invoice Finance Online and are locked out, please e-mail the Service desk AIFclients@lloydsbanking.com confirming your Username and requesting for your account to be unlocked. The email will need to come from the registered email address associated with the account you are trying to unlock. The mailbox will be monitored 08.00 to 18.00 Monday to Friday, and we aim to respond within 30 minutes.

Other **system users** should refer to the **Primary Admin User** for your organisation if you have difficulties logging in. If your Primary Admin User, is unavailable, please refer to your Lloyds Bank Daily Contact.

Problems with using or interpreting Invoice Finance Online

If you do not understand the information on Invoice Finance Online, please contact your Lloyds Bank Daily Contact who will be able to help you.

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

If you have a hearing or speech impairment you can use the Next Generation Text (NGT) Service (previously Text Relay/Typetalk).

Important information

No part of this publication may be reproduced, stored in a retrieval system, transmitted or distributed in any form or by any means electronic, mechanical or otherwise, including photocopying and recording, for any purpose other than in connection with your Invoice Finance facility without the prior written consent of Lloyds Bank Commercial Finance Ltd.

Calls may be monitored or recorded in case we need to check we have carried out your instructions correctly and to help improve our quality of service.

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