

COMMERCIAL BANKING



GUIDE FOR PROGRAMME ADMINISTRATORS

Straight Through Processing
Using Commercial Cards for Direct Supplier Settlement



LLOYDS BANK

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PUTTING YOU IN CONTROL



Thank you for choosing Lloyds Bank to help you streamline your existing business-to-business payment processes and enhance your working capital management.

Guidance at your fingertips

This guide provides information to assist you with the day-to-day administration of your Commercial Card programme, as well as helping you to answer questions colleagues may have.

Giving an overview of the roles and responsibilities of the Programme Administrator, it covers areas such as the application process, making changes to your account and additional benefits.

It will enable you to work with us to ensure your payment solution continues to meet your business requirements.

Solutions to suit your business payment needs

Our Straight Through Processing (STP) solution puts businesses like yours at the heart of the payment process.

STP takes Commercial Card payments to the next level by enabling your buyers to instruct the payment and request the exact date the payment is processed for your supplier. This request eliminates the administrative tasks that you may have had to put in place for supplier payments in the past.

Your business will also be able to make payments promptly to your suppliers and receive up to 59 Days Payable Outstanding, unlike traditional forms of payment like BACS and CHAPS.

It also means that your Accounts Payable team can use the same processes they already have in place for other payment methods like BACS, CHAPS and Faster Payments.

Our Commercial Cards solutions can help to significantly improve efficiency, control and profitability within your business. Your purchasing procedures can be streamlined and simplified by removing steps in the traditional paper-based process e.g. dispensing with purchase orders, internal authorisations, invoices and cheques.

We can offer accounts in Euro and US Dollar denominations as well as Sterling. All you need is a Lloyds Bank Currency Account in the relevant currency.

Our non-Sterling accounts can help you to eliminate charges for currency conversion. It also means that the price you pay your supplier is fixed at the point of purchase and not subject to any fluctuation when the transaction is converted into the billed currency.

Our website says more about the Payment Scheme Exchange rate and how to compare it with other exchange rates. This is the rate that is used by Visa to convert non-currency transactions to your billed currency.

The role of the Programme Administrator

As Programme Administrator, you will manage the card programme day-to-day and are the key contact point for your account holders and us.

If you haven't appointed a secondary Programme Administrator, we recommend that you do so to cover those times when you are not available. Your business will then always have the capability to make decisions about your card programme.

Key activities of the Programme Administrator include:

- Liaising with the Lloyds Bank Client Services team to set up STP on the Visa Payables Automation (VPA) Platform.
- Managing new applications and assisting in the application process. This includes checking and authorising application forms before they are submitted to us.
- Training colleagues to use STP to make supplier payments appropriately in line with your organisation's requirements.
- Managing spending parameters, e.g. monthly spending limits.
- Submitting amendments to existing accounts or for your programme.
- Managing account security.
- Maintaining records of all your accounts.
- Providing guidance for colleagues.
- Checking statements.
- Supporting the continued development of your card programme and monitoring the success of the card programme.
- Liaising with your Lloyds Bank Relationship Manager when you need to increase the overall programme limit

ACCOUNT HOLDER APPLICATION PROCESS



Before starting the application process, make sure you are aware of any organisational policies associated with using a Commercial Card payment solution.

How do I set up new accounts?

Obtain an account holder application form for the relevant member of staff from our **Resources Centre**.

Check that the requested account limit does not take your programme over its agreed monthly spending limit as this may result in a delay in the account being issued. If you do need to increase the programme limit, please refer to your Lloyds Bank Relationship Manager.

Before submitting paper application forms to us, to avoid any unnecessary delays, please check them for accuracy, and ensure they are signed appropriately.

Fully completed application forms should be sent to:

- Lloyds Bank Corporate Card Services
PO Box 6061
Milton Keynes
MK7 8LE
- If your monthly Business Limit is exceeded by adding a new account holder, please send the completed application form to your Relationship Manager and request an increase in the sanctioned Business Limit.

How long does the application process take?

It will take approximately 7-10 working days from receipt of a fully completed application form.

If a paper application form has been completed incorrectly, or not signed, it will be returned to you and the delivery SLA will start again. Simply amend the application and resubmit it to us so we can process it.

If you need to discuss an individual card application, please contact us on **0345 030 6270** (from abroad **+44 1908 544059**) or email **lloydscorepcards@tsysmsemea.com**

How will I receive our account details?

Once your STP account is opened, the account details will be supplied to our Client Services team. A member of that team will contact you to set up the account and show you/your colleagues how to use it and get the most from it.

Client Services will also supply the relevant guides.

MAKING CHANGES TO YOUR ACCOUNT



Change of account holder name

The named account holder must complete a Cardholder Amendment form and provide a copy of proof of name change e.g. marriage certificate, deed poll form. A form can be obtained from our online Resources Centre or by calling Corporate Card Services.

Change of account holder address

You can call or write to our Corporate Card Services team. When calling us, you will need to pass our identification process and will require your password to continue.

Amending monthly spending limits

As Programme Administrator, you can authorise an increase, or decrease, in the account holder (proxy pool) limit providing the change does not affect the overall programme limit.

Account cancellations

You will need to cancel a card payment account in the following circumstances:

- if the named account holder leaves your organisation.
- if the account has been misused by a colleague. Your organisation's internal guide for colleagues should provide an explanation of what constitutes misuse.

Refer to page 7 of this guide for information on Liability Waiver Insurance as you may be able to submit a claim where an account holder has misused the account.

- accounts may also need to be cancelled if your business no longer has a relationship with the preferred supplier you are paying. Please contact Corporate Card Services for guidance.

OVERALL PROGRAMME CHANGES



Change of organisation name

We will require written confirmation signed in accordance with your bank account mandate, and a copy of the certificate for the change of organisation name.

Change of organisation address

We will require written confirmation signed in accordance with your bank account mandate.

Change of overall programme limit

Please refer any requests to increase your programme limit to your Relationship Manager.

Change of Programme Administrator

Complete the Programme/Travel Administrator Application form which is available from our Resources Centre.

This should be signed by an existing Programme Administrator or a signatory of Section 7 of your business application.

MANAGING CARD SECURITY



Account holder records

To keep track of individual account usage you should keep your own records, logging the following information:

- details of your account holders. This information is also available in Commercial Card Internet Servicing (CCIS), our 24/7 account servicing system.
- monthly spending limit, individual transaction limits (if applicable), and the overall programme limit as you may need to request an increase if this is regularly exceeded.
- cost centre account is assigned to (if applicable).
- authorising Cost Centre Manager (if applicable).

Records must be updated whenever there is any change so that the information you hold is accurate.

Please inform our Corporate Card Services team of any changes as they occur.

How to reduce the risk of card fraud – a guide for account holders

You can help account holders reduce the risk of fraud by ensuring they are aware of the following guidelines.

Colleagues should always keep their card payment details in a safe place and never leave them unattended.

Lost or stolen Lodged and Virtual Card Payment account

- Make all account holders aware of their responsibility to notify you, as Programme Administrator, and us if card payment account details have been compromised.
- Account holders should call Corporate Card Services immediately on **0800 096 4496** (24 hrs; from abroad **+44 1908 544059**) if their account details are lost or stolen.
- Replacement card payment account details will be sent to our Client Services team to add it to VPA and create the proxy pool.

STATEMENTS AND PAYMENTS



Statements

- At the end of the billing cycle, the account holder will receive a single consolidated statement detailing all transactions undertaken to help reconcile your expenditure.
 - With STP, your account may have been set up to receive 4 monthly statements for payment, across the monthly payment cycle. This allows your organisation to optimise the working capital benefits STP provides.
 - Your organisation is responsible for the payment of the account. The account is settled in full each month by Direct Debit/Debit Authority, usually 14 days after the statement date, although this will depend on the payment terms agreed at account set up.
 - Transaction/reporting and statement information is available from VPA or Commercial Cards Internet Servicing (CCIS) platforms. Our Client Services team will advise you on how to use the systems as part of your account implementation.
- If the outstanding balance is not settled in time, late fees will be applied to your account and it may be blocked. These fees are detailed in the relevant Charges Schedule for STP that would have been supplied when you applied for your account.

Overdue Payments

- Should your programme go into arrears, late charges will be added each month until the balance is cleared in full. We will make every effort to recover the outstanding balance in accordance with the Terms and Conditions.
- If your organisation has a card programme and it is in arrears, your Relationship Manager will help you to try and resolve the situation as quickly as possible.

LIABILITY WAIVER INSURANCE

YOUR COVER AGAINST UNAUTHORISED CHARGES



Whilst you should work within the rules and guidelines of your own internal policy as your organisation is ultimately responsible for all transactions on a valid card payment account, our Liability Waiver Insurance protects your organisation from having to meet unauthorised purchases.

'Unauthorised' means if an account holder, having bought something with his/her card payment account details that does not benefit the organisation, either directly or indirectly, dishonestly tries to get your organisation to pay the bill.

This insurance meets the demands and needs of an organisation that wishes to protect itself from having to meet the cost of unauthorised purchases.

Who is covered?

For your organisation to benefit from the Liability Waiver Insurance, account holders must be 18 years or older and:

- under a contract of (or for) service or apprenticeship which is controlled by your organisation, or
- undergoing training through a government approved programme in connection with your organisation, or
- if directors or partners, so long as they are employed by the organisation under a contract of service and control 5% or less of the organisation's issued share capital.

Maximum claim

The maximum claim under the Liability Waiver Insurance is £15,000 for each account holder; £1 million for your organisation overall.

Period of insurance and cancellation rights: The insurance commences on the date that the first card is issued and remains in force throughout the period during which any of the card payment accounts to which it relates are valid.

Renewal of the insurance will be automatic on renewal of a card payment account.

Cancellation of the card payment account agreement will automatically cancel the insurance. The insurance cannot be cancelled independently of the card contract.

When you can make a claim: As soon as you discover that an account holder has made an unauthorised purchase, you should contact Corporate Card Services and instruct us to suspend that account so that it cannot be used again.

You must also write to us if an account holder leaves your employment. You can also ask us to waive your liability for unauthorised charges when your organisation has paid the bill, but cannot get reimbursed by the account holder.

Establishing the waiver date: The day on which you first discover that the account holder has made an unauthorised purchase is the waiver date. You may claim for waiver of unauthorised charges in the following circumstances:

- where charges have been debited to the card payment account during the 75-day period up to the waiver date and you have notified us of the unauthorised purchase within 14 days of the waiver date, or;
- where charges have been incurred but not yet billed as at the waiver date, or up to 14 days inclusive after we have received your request to cancel the relevant card payment account, whichever occurs first, and you have notified us of the unauthorised purchase within 14 days of the waiver date.

How to claim

In the event of an event occurring that may give rise to a claim under this Certificate, the Bank or Company, or his representative, should call **+32 2257 0358** during office hours of 9am to 5pm. Outside normal working hours, the **Cardholder** should contact **creditcardclaims@broadspire.eu** and request a claim form or call back during office hours as stated above.

In the event a claimant wishes to correspond using an email facility after initially registering a claim via telephone communication, they may correspond using email: **creditcardclaims@broadspire.eu**

The Bank or Company should notify us within 45 days of becoming aware of an incident or loss leading to a claim. Failure to give notice within 136 days from the date of the incident may result in a denial of the claim.

In the event of a claim or any circumstances giving rise to the possibility of a claim you must **immediately** notify Corporate Card Services if you discover an account holder has made an unauthorised purchase.

Instruct the account holder, in writing, to return their card payment account details to your organisation, as it has been cancelled and may no longer be used.

Crawford and Company will tell you if they need any other documents. If so, please provide them within 30 days.

A full copy of the policy wording is available on request.

Claim exclusions: You cannot claim under the Liability Waiver Insurance in the following circumstances:

- unauthorised purchases by partners, owners and principal shareholders who control more than 5% of the issued share capital.
- interest or consequential losses that result from an account holder's unauthorised purchases.
- losses occurring before the individual concerned becomes an account holder.
- unauthorised purchases of goods or services that the account holder is normally allowed to buy for the organisation.
- charges (including cash advances) made after the waiver date or 14 days after you instruct us to cancel the relevant card payment account – whichever is earlier.
- cash advances of more than £200 a day – up to a maximum of £600.
- if any responsible officer of your business knew that the account holder had committed fraud or dishonest acts either while or before you employed them.
- if you can claim for losses under any other insurance policy.
- if the organisation is wound up or the business carried on by a liquidator, receiver, administrator or supervisor.

Changes to cover: If we need to make any changes to the Liability Waiver Insurance including withdrawing the cover, we will notify you before making such changes.

The Liability Waiver Insurance policy is underwritten by certain underwriters at Lloyds, One Lime Street, London EC3M 7HA.

What to do if you have a complaint

The Claims Administrator, Crawford & Company, aims to provide a high class service at all times, however if the service is found to be unsatisfactory, the following procedure is available to resolve the problem:

Complaints Relating to Claims

In the first instance you should write with details of the complaint to:

The Complaints Officer
Crawford and Company
Jan Olieslagerslaan
41 B-1800, Vilvoorde
Brussels BE

USEFUL CONTACT INFORMATION



Should you need additional information, once your programme is set up, please contact Lloyds Bank Corporate Card Services.


Programme Administrators Helpline: 0345 030 6270 (from abroad +44 1908 544059)

Account Holder Helpline: 0800 0964496 (from abroad +44 1908 544059)

Hours of Operation: 8am to 8pm Monday to Friday, 9am to 4.30pm Saturday.

Lost and Stolen Cards (24 hours): 0800 096 4496 (from abroad +44 1908 544059)

Your account holders can also use this number outside of our usual opening hours if you have any difficulties undertaking a transaction.

 You and your account holders can also contact us using 'Your Messages' if you are registered for Commercial Card Internet Servicing (CCIS).

Once you've logged into CCIS, you can find 'Your Messages' in the 'Need Help?' menu.

 lloydscorpcards@tsysmsemea.com

Address for correspondence:

Lloyds Bank Corporate Card Services
PO Box 6061
Milton Keynes
MK7 8LE

Commercial Card Resources Centre

You can pick up copies of any guides and forms you need [here](#)

Commercial Card Internet Servicing can be accessed [here](#)

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 on our 'Help & Support pages' at: lloydsbank.com/business/help-and-support/account-management/make-a-complaint

Find out more

 Contact your relationship manager

 Visit lloydsbank.com/commercialbanking

Please contact 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 Relay UK. More information on the Relay UK Service can be found at relayuk.bt.com

Important information

Lloyds Bank plc. Registered Office: 25 Gresham Street, London EC2V 7HN. Registered in England and Wales No. 2065. Telephone: 020 7626 1500.

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Please note that any data sent via email is not secure and could be read by others.

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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