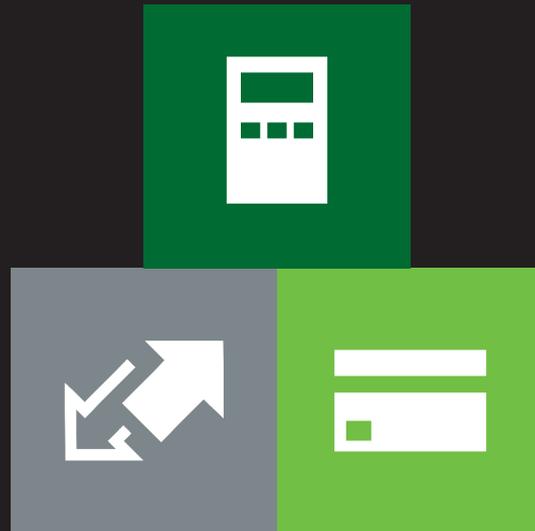
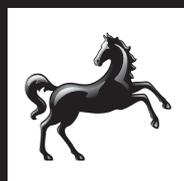

CARDNET



CLIENTLINE

Viewing your charges



LLOYDS BANK

Contents

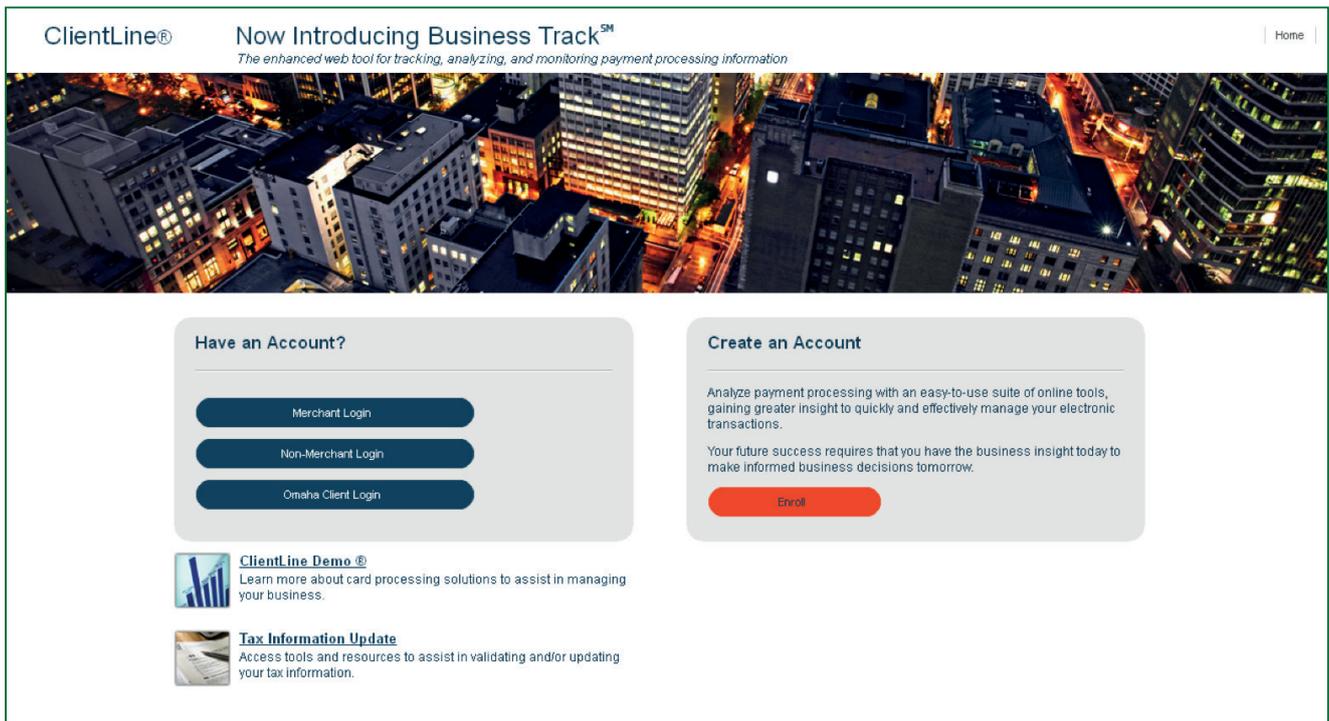
1. Access to ClientLine	1
2. Transaction Charges	2
2.1 The Qualification Detail at Transaction Level Report	2
2.2 Card Processing Fee Cost	3
2.3 Interchange Fee Cost	4
2.4 Fees	4
3. ClientLine Reports	5
3.1 Create a Report	5
3.2 Running a Report	6
3.3 Customising Reports	8
3.4 Reports Mailbox	9
4. Monthly Statement	10

1. Access to ClientLine

ClientLine is Lloyds Bank Cardnet's free management information tool, which provides details of your charges for each transaction taken.

www.myclientline.net

To gain access to ClientLine go to www.myclientline.net, click on Enrol and follow the instructions provided. For more information, please visit the Lloyds Bank Cardnet website lloydsbankcardnet.com – Resources & FAQs – How to Guides or Additional Services.



The screenshot displays the ClientLine website interface. At the top left is the ClientLine logo, followed by the text "Now Introducing Business TrackSM" and a subtitle "The enhanced web tool for tracking, analyzing, and monitoring payment processing information". A "Home" link is visible in the top right corner. The main content area features a night-time cityscape background. Below this, there are two primary sections: "Have an Account?" and "Create an Account".

Have an Account?

- Merchant Login
- Non-Merchant Login
- Omaha Client Login

Create an Account

Analyze payment processing with an easy-to-use suite of online tools, gaining greater insight to quickly and effectively manage your electronic transactions.

Your future success requires that you have the business insight today to make informed business decisions tomorrow.

Enrol

ClientLine Demo  Learn more about card processing solutions to assist in managing your business.

Tax Information Update  Access tools and resources to assist in validating and/or updating your tax information.

2. Transaction Charges

Every transaction you take attracts three different types of cost:

- **Card Processing Fee Cost** – costs levied by Lloyds Bank Cardnet for processing the transaction in line with your Merchant Agreement.
- **Interchange Fee Cost** – costs levied by the Schemes (Visa, MasterCard, etc)
- **Fees** – costs levied by Lloyds Bank Cardnet in relation to authorisation fees, chargeback fees. Interchange Plus Merchants will also be able to view any Assessment and Acceptance fees in this area (Assessment Fee Cost). Where reference is made to Assessment/Acceptance fees, these are your Scheme Fees.

2.1 The Qualification Detail at Transaction Level Report

The Qualification Detail at Transaction Level Report available within ClientLine enables you to create one report providing a break down at transaction level detailing the Card Processing Fees, Interchange Fees and Assessment Fees. This report is found within the Report Category Rate Analysis/Qualification Cost.

To generate this report, follow the stages shown in section 3.1, with the selections as per the below screenshot entering your Merchant Number where required.

Once generated, the report will display the following information

Card Type	Transaction Type	Plan Code	Plan Code Description	Transaction Date	Funded Date	Processed Transaction Amount	I/C Expense	Cardholder Number	Interchange Fee Cost	Assessment Fee Cost	Card Processing Fee Cost	Total Cost / Cost to Merchant	Terminal ID
VISA DEBIT CHIP	Sale	006	VI UK EMV CHIP DEBIT	20/02/2017	21/02/2017	58.00	0.1160	476223XXXXXX0811	0.1160	0.0102	0.0064	0.1326	024876196687
MASTERCARD PURCHASING	Sale	132	UK FLT CHIP CARD	21/02/2017	23/02/2017	86.00	1.2900	556950XXXXXX6260	1.2900	0.0290	0.0064	1.3254	024876196688
MASTERCARD PURCHASING	Sale	132	UK FLT CHIP CARD	21/02/2017	23/02/2017	91.99	1.3799	556677XXXXXX7993	1.3799	0.0306	0.0064	1.4169	024876196689
MASTERCARD PURCHASING	Sale	132	UK FLT CHIP CARD	21/02/2017	23/02/2017	91.99	1.3799	556951XXXXXX8966	1.3799	0.0306	0.0064	1.4169	024876196690
MASTERCARD PURCHASING	Sale	093	UK CORP CHIP CARD	21/02/2017	23/02/2017	86.00	1.2900	531214XXXXXX0604	1.2900	0.0290	0.0064	1.3254	024876196691
MASTERCARD PURCHASING	Sale	132	UK FLT CHIP CARD	21/02/2017	23/02/2017	24.99	0.3749	556362XXXXXX9956	0.3749	0.0127	0.0064	0.3940	024876196692
MASTERCARD PURCHASING	Sale	132	UK FLT CHIP CARD	21/02/2017	23/02/2017	91.99	1.3799	556951XXXXXX0526	1.3799	0.0306	0.0064	1.4169	024876196693
VISA CHIP	Sale	020	VI UK EMV CHIP	21/02/2017	23/02/2017	70.00	0.2100	489396XXXXXX7641	0.2100	0.0142	0.0064	0.2306	024876196694
MASTERCARD PURCHASING	Sale	159	UK B2B WHOLESALE TRAVEL	21/02/2017	23/02/2017	53.94	1.0788	521540XXXXXX6839	1.0788	0.0204	0.0064	1.1056	024876196695
MASTERCARD CHIP	Sale	010	MIC CHIP PIN	21/02/2017	23/02/2017	107.99	0.3240	552073XXXXXX6216	0.3240	0.0349	0.0064	0.3653	024876196696
VISA CHIP	Sale	020	VI UK EMV CHIP	21/02/2017	23/02/2017	94.99	0.2850	492913XXXXXX3004	0.2850	0.0177	0.0064	0.3091	024876196697
MASTERCARD CHIP	Sale	010	MIC CHIP PIN	21/02/2017	23/02/2017	91.99	0.2760	540758XXXXXX7213	0.2760	0.0306	0.0064	0.3130	024876196698

Merchants charged a set Card Processing Fee Cost per transaction (which includes Interchange and Assessment Costs), will only see information in all of the un-highlighted columns within the report plus the columns highlighted in orange and red.

Merchants on an Interchange Plus pricing structure will see information in all of the un-highlighted columns within the report, plus the columns highlighted in yellow, orange and red.

Merchants on an Interchange Plus Plus pricing structure will see information in all of the columns within the report, including the highlighted ones.

The description of the highlighted columns is as follows:

- **Interchange Fee Cost** (highlighted in yellow) – is the Interchange amount that would apply to the particular transaction (Note this is paid to the Issuer rather than to the Scheme).
- **Assessment Fee** (highlighted in blue) – is the total amount of assessment charges to the Merchant including Foreign Service Fee, E-Commerce Fee or Assessment, combined into a single value.
- **Card Processing Fee Cost** (highlighted in orange) – is the total charge to the Merchant for “Merchant Service Charges” e.g. MasterCard consumer credit Qualified Percentage Fee charged to the merchant for that transaction – rolled into a single value – this column applies to all Merchants.
- **Total Cost/Cost to the Merchant** – this is the sum of the three columns mentioned above and applies to all Merchants.

You can customise this report, removing any unnecessary columns.

NB – this Report can only be generated after the 10th business day of the month following the fee period, as fees are calculated on a monthly basis on the last day of each month. For example, fees for the period 1st to 30th April would be available within this report from the 10th business day of May.

If required Reports on the different transaction charges can be created as follows:

2.2 Card Processing Fee Cost

Service Charge information can be found within two areas of ClientLine – the Monthly Statement, which is available online within 48 hours of month end and by generating a Bank Deposit Adjustment Summary or Detail report (Report Category – Sales/Funding).

Using the Posting Date for the last day of the fee month, this report can be run or scheduled to be delivered on the first day of the month following. See Section 3 for more information on creating reports.

Level Name: Location		Bank Deposit Adjustment Detail					
Hierarchy ID:		Date Range From: 30/11/2015 To: 30/11/2015					
Date Type: Posted Date							
Sort By: External MID							
External MID	DBA Name	Posted Date	Category	Adjustment Description	Processed	Currency Code	Adjustment Amount
		30/11/2015	Service charges	VISA BUS DR CARD NQ SRV CHG .***** DISC RATE TIMES	120.00	GBP	(0.66)
		30/11/2015	Service charges	MC PURCHASE CARD SERV CHRNG .***** DISC RATE TIMES	6,488.86	GBP	(108.69)
		30/11/2015	Service charges	MC CHIP NQ SRV CHRNG (PREM) .***** DISC RATE TIMES	35.00	GBP	(0.56)
		30/11/2015	Service charges	VISA NON-QUAL SRV CHG EX.PREM .***** DISC RATE TIMES	140.00	GBP	(2.56)
		30/11/2015	Service charges	MC NQ SERVICE CHARGE EX. PREM .***** DISC RATE TIMES	50.00	GBP	(0.90)
		30/11/2015	Service charges	MC CHIP NQ SRV CHRNG EX. PREM .***** DISC RATE TIMES	51.40	GBP	(0.93)
		30/11/2015	Service charges	MC DEBIT CHIP SALES TRANS FEE 93 TRANSACTIONS AT .*****		GBP	(13.02)
		30/11/2015	Service charges	MC DBT CHP NQ SALES TRANS 1 TRANSACTIONS AT .*****		GBP	(0.24)
		30/11/2015	Service charges	VISA PRCH SRV CHG(EX BUS DR) .***** DISC RATE TIMES	9,407.67	GBP	(157.58)
		30/11/2015	Service charges	VISA BUS DR CARD SERV CHRNG .***** DISC RATE TIMES	5,978.23	GBP	(32.88)
		30/11/2015	Service charges	VISA SERVICE CHARGE EX.PREM .***** DISC RATE TIMES	1,397.73	GBP	(13.70)
		30/11/2015	Service charges	VISA CHIP SERVICE CHG EX.PREM .***** DISC RATE TIMES	23,469.74	GBP	(230.00)
		30/11/2015	Service charges	MC SERVICE CHARGE (PREM) .***** DISC RATE TIMES	36.45	GBP	(0.59)
		30/11/2015	Service charges	MC CHIP SERVICE CHARGE (PREM) .***** DISC RATE TIMES	12,154.86	GBP	(195.09)
		30/11/2015	Service charges	VISA CHIP SERVICE CHARGE(PREM) .***** DISC RATE TIMES	2,441.17	GBP	(30.03)
		30/11/2015	Service charges	MC SERVICE CHARGE EX. PREM .***** DISC RATE TIMES	1,288.89	GBP	(12.24)
		30/11/2015	Service charges	MC CHIP SERVICE CHG EX. PREM .***** DISC RATE TIMES	22,189.44	GBP	(210.80)
		30/11/2015	Service charges	VISA DEBIT SERVICE CHARGE .***** DISC RATE TIMES	4,289.57	GBP	(18.23)
		30/11/2015	Service charges	VISA ELECTRON DR SERV CHARGE .***** DISC RATE TIMES	69.58	GBP	(0.68)
		30/11/2015	Service charges	VISA DEBIT CHIP SERVICE CHARGE .***** DISC RATE TIMES	185,780.36	GBP	(789.57)
		30/11/2015	Service charges	VPAY QUAL SALES SERVICE CHG .***** DISC RATE TIMES	119.73	GBP	(1.17)
		30/11/2015	Service charges	INTL MSTRO SALES TRANS FEE 35 TRANSACTIONS AT .*****		GBP	(4.55)
		30/11/2015	Service charges	MC NQ SERVICE CHARGE (PREM) .***** DISC RATE TIMES	670.00	GBP	(10.75)

2.3 Interchange Fee Cost

Interchange charge information is available within ClientLine the day following processing by generating a Qualification Summary or Detail report (Report Category – Rate Analysis). This report can be run or scheduled to be delivered as frequently as you require.

The information is also available within the Bank Deposit Adjustment Summary or Detail report on the first day of the month following (see Service Charge). See Section 3 for more information on creating reports.

Qualification Summary													
Level Name:		Date Range From: 30/11/2015 To: 30/11/2015											
Hierarchy ID:													
Date Type: Submit Date													
Group By: Processed Currency Code, Submit Date													
Processed Currency Code	Submit Date	Transaction Type	Card Type	Plan Code	Plan Code Description	Transaction Date	Funded Date	Transaction Count	Processed Transaction Amount	I/C Expense	I/C Rate	Per Transaction Fee	Percent of Sale
GBP	30/11/2015	Sale	INTERNATIONAL MAESTRO	638	EEA MAESTRO CHIP	29/11/2015	30/11/2015	5	24.30	(0.0841)	0.1300	0.0150	1.05%
GBP	30/11/2015	Sale	VISA PURCHASING	606	VI UK BUSINESS CHIP DB CLESS	29/11/2015	30/11/2015	2	7.70	(0.0354)	0.2000	0.0100	0.33%
GBP	30/11/2015	Sale	MASTERCARD CHIP	625	WEST WORLD CARD CHIP	29/11/2015	30/11/2015	1	5.00	(0.0650)	1.3000	0.0000	0.22%
GBP	30/11/2015	Sale	MASTERCARD DEBIT CHIP	606	EEA CHIP DEBIT	29/11/2015	30/11/2015	2	10.10	(0.0492)	0.1500	0.0250	0.44%
GBP	30/11/2015	Sale	VISA CHIP	605	VI UK EXPORTED DOM EMV CHIP	29/11/2015	30/11/2015	7	38.80	(0.1166)	0.3000	0.0000	1.68%
GBP	30/11/2015	Sale	MASTERCARD CHIP	631	UK CONTACTLESS CHIP - QUAL	29/11/2015	30/11/2015	4	25.30	(0.1772)	0.7000	0.0000	1.10%
GBP	30/11/2015	Sale	MASTERCARD CHIP	658	EEA PREPD CHIP	29/11/2015	30/11/2015	2	9.25	(0.0488)	0.1600	0.0250	0.40%
GBP	30/11/2015	Sale	MASTERCARD DEBIT CHIP	610	UK CHIP DEBIT CONTACTLESS QUAL	29/11/2015	30/11/2015	3	11.10	(0.1022)	0.6500	0.0100	0.48%
GBP	30/11/2015	Sale	MASTERCARD PURCHASING	601	INT CORPORTE	29/11/2015	30/11/2015	1	2.45	(0.0490)	2.0000	0.0000	0.11%
GBP	30/11/2015	Sale	VISA	603	VI INTL ACQUIRER CHIP	29/11/2015	30/11/2015	1	14.20	(0.1420)	1.0000	0.0000	0.61%
GBP	30/11/2015	Refund	VISA DEBIT CHIP	602	VI UK CHIP DB REFUND CRD PRSNT	29/11/2015	30/11/2015	1	(1.75)	0.1135	0.2000	0.1100	(0.08%)
GBP	30/11/2015	Sale	MASTERCARD CHIP	641	EEA CHIP CLESS	29/11/2015	30/11/2015	1	4.30	(0.0239)	0.1600	0.0250	0.19%
GBP	30/11/2015	Sale	VISA CHIP	643	INT SPR PREM CARD CHIP ISS AP	29/11/2015	30/11/2015	2	10.70	(0.2107)	1.9700	0.0000	0.46%
GBP	30/11/2015	Sale	VISA DEBIT CHIP	611	VI UK EXPORTED DOM CLESS CHIP DB	29/11/2015	30/11/2015	198	930.56	(1.8611)	0.2000	0.0000	40.29%
GBP	30/11/2015	Sale	MASTERCARD CHIP	603	EEA CHIP	29/11/2015	30/11/2015	2	7.65	(0.0482)	0.1600	0.0250	0.33%
GBP	30/11/2015	Sale	VISA CHIP	602	VI UK EXPORTED DOM CLESS QUAL	29/11/2015	30/11/2015	7	35.80	(0.1076)	0.3000	0.0000	1.55%
GBP	30/11/2015	Sale	VISA CHIP	624	VI EU EMV CHIP	29/11/2015	30/11/2015	3	14.05	(0.0742)	0.2300	0.0200	0.61%
GBP	30/11/2015	Sale	VISA DEBIT CHIP	610	VI EEA EMV CHIP DEBIT	29/11/2015	30/11/2015	9	39.45	(0.1434)	0.1350	0.0150	1.71%
GBP	30/11/2015	Sale	VISA PURCHASING	610	VI UK BUSINESS DEBIT	29/11/2015	30/11/2015	3	10.20	(0.0504)	0.2000	0.0100	0.44%
GBP	30/11/2015	Sale	MASTERCARD DEBIT CHIP	641	UK PREPD CHIP DB PAYPASS TERM	29/11/2015	30/11/2015	1	4.20	(0.0800)	0.0000	0.0800	0.18%
GBP	30/11/2015	Sale	VISA DEBIT CHIP	615	VI UK EXPORTED DOM EMV CHIP DB	29/11/2015	30/11/2015	200	983.50	(1.9670)	0.2000	0.0000	42.58%
GBP	30/11/2015	Sale	MASTERCARD CHIP	615	INT ELECTRONIC CHIP	29/11/2015	30/11/2015	1	6.15	(0.0677)	1.1000	0.0000	0.27%
GBP	30/11/2015	Sale	MASTERCARD CHIP	619	UK WORLD CARD CHIP	29/11/2015	30/11/2015	2	12.80	(0.0896)	0.7000	0.0000	0.55%
GBP	30/11/2015	Sale	VISA CHIP	603	VI INTL ELEC CHIP FULL DATA	29/11/2015	30/11/2015	1	1.80	(0.0198)	1.1000	0.0000	0.08%
GBP	30/11/2015	Sale	VISA DEBIT CHIP	608	VI EEA EMV CHIP DEBIT CLESS	29/11/2015	30/11/2015	4	20.75	(0.0681)	0.1350	0.0150	0.90%
GBP	30/11/2015	Sale	VISA PURCHASING	624	VI INTL CORP CARD STANDARD	29/11/2015	30/11/2015	1	3.05	(0.0610)	2.0000	0.0000	0.13%
GBP	30/11/2015	Sale	MASTERCARD CHIP	610	MC CHIP PIN	29/11/2015	30/11/2015	11	52.90	(0.3706)	0.7000	0.0000	2.29%
GBP	30/11/2015	Sale	MASTERCARD CHIP	634	UK WLD CRD CHIP CONTACTLES QUAL	29/11/2015	30/11/2015	3	19.55	(0.1370)	0.7000	0.0000	0.85%
GBP	30/11/2015	Sale	MASTERCARD CHIP	615	UK REWARDS ONLY CHIP	29/11/2015	30/11/2015	2	6.05	(0.0424)	0.7000	0.0000	0.26%

2.4 Fees

Fee information can be found within two areas of ClientLine – the Monthly Statement, which is available online within 48 hours of month end and by generating a Bank Deposit Adjustment Summary or Detail report (Report Category – Sales/Funding).

Using the Posting Data for the last day of the fee month, this report can be run or scheduled to be delivered on the first day of the month following. See section 3 for more information on creating reports.

Bank Deposit Adjustment Detail						
Level Name: Location		Date Range From: 30/11/2015 To: 30/11/2015				
Hierarchy ID:						
Date Type: Posted Date						
Sort By: Merchant ID, Posted Date						
Posted Date	External MID	DBA Name	Category	Adjustment Description	Processed Currency Code	Adjustment Amount
30/11/2015			Fees	PCI DSS NON COMPLIANCE	GBP	(20.00)

3. ClientLine Reports

The 'Reports' area within ClientLine allows you to create, preview, run or schedule a large variety of reports.

There are three drop down available within the Reports option in ClientLine

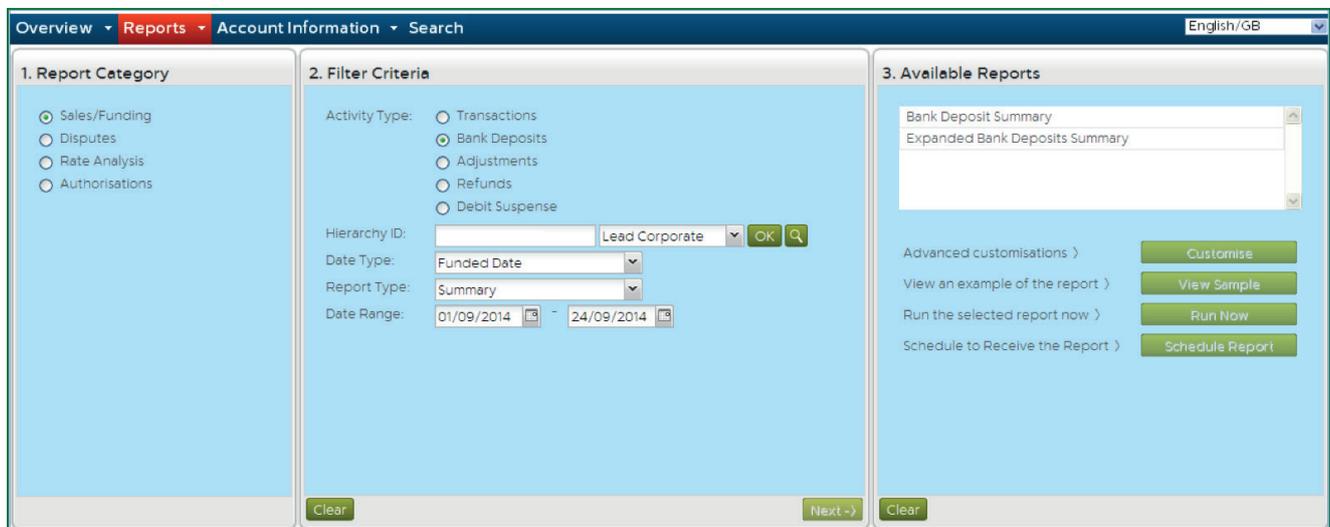


3.1 Create a Report

Select Reports from the dropdown menu and then Create a Report. The screen is divided into three main sections – Report Category, Filter Criteria and Available Reports.

- **Report Category** – the type of report/data you wish to view, is divided into Sales/Funding, Disputes, Rate Analysis & Authorisations
- **Filter Criteria** – options to filter data available within the report to only view what you require. The filter criteria will be based on the Report Category/Activity Type selected.
- **Available Reports** – list of the reports available based on the information provided in Sections 1 and 2.

The data mentioned in Section 2 can be found in the Report Categories Sales/Funding and Rate Analysis.



3.2 Running a Report

Once you have selected the type of report you are looking for and the data you would like to appear in your report there are a variety of options for viewing the data or running reports available to you.

Do you want to change subtotals?

Advanced customisations > [Customise](#)

View an example of the report > [View Sample](#)

Run the selected report now > [Run Now](#)

Schedule to Receive the Report > [Schedule Report](#)

- **Customise** (this option is not available for all reports)

Clicking on the Customise button will reveal the fields available in the selected report. The order of the fields can be amended by dragging the fields above or below in the Columns Present in the Report box.

Fields can also be removed if they are not needed by clicking on the field name and using the << button.

Select the Back Button to Run or Schedule the Modified Report.

The screenshot shows the 'Customise Report' interface. At the top, there are navigation tabs: 'Overview', 'Reports' (selected), 'Account Information', and 'Search'. A language dropdown is set to 'English/GB'. The main area is titled 'Customise Report' and is divided into two panels. The left panel, 'Available Columns', has a table with one header 'Column Name' and an empty body. The right panel, 'Columns Present in Report', has a table with three columns: 'Column Name', 'Sort By', and 'Options'. The table lists various fields with checkboxes in the 'Options' column. A vertical scrollbar is on the right side of this table. Between the two panels are two green buttons: '>>' and '<<'. At the bottom left is a 'Back' button and at the bottom right is a 'Clear' button.

Column Name	Sort By	Options
Merchant ID		<input type="checkbox"/>
External MID		<input type="checkbox"/>
DBA Name		<input type="checkbox"/>
Terminal ID		<input type="checkbox"/>
Batch Number		<input type="checkbox"/>
Batch Sequence Number		<input type="checkbox"/>
Invoice Number		<input type="checkbox"/>
Transaction Date		<input type="checkbox"/>
Submit Date		<input type="checkbox"/>
Funded Date		<input type="checkbox"/>
Card Type		<input type="checkbox"/>
Cardholder Number		<input type="checkbox"/>
Processed Currency Code		<input type="checkbox"/>
Processed Transaction Amo...		<input type="checkbox"/>
Transaction Type		<input type="checkbox"/>
Transaction Status		<input type="checkbox"/>
POS Entry Mode		<input type="checkbox"/>
POS Entry Description		<input type="checkbox"/>

- **View Sample**

Clicking on View Sample will reveal a sample of the report layout. The user can either go back to select a different report or select Run Now to generate the report with their data.

■ Run Now

Click on Run Now to generate the report. The user does not have to remain on this screen if they are running a large report which might take longer to generate. The report will be available in the Report Mailbox for viewing or exporting.

Alternatively, the user may wish to use the Run Now option within Schedule Report for larger reports to be delivered to an email address.

Location ID	External MID	DBA Name	Received Date	Status Date	Adjustment Date	Card Type	Cardholder Number	Invoice Number	Terminal ID	Case Number	Reference Number
336	5404365		02/09/2014	15/09/2014		VISA	475128*****1020		000000000363	242451037301	7408532421254400000
Subtotal : 336											
336	5404365		01/09/2014	22/09/2014		MASTERCARD	558366*****4273		6424	142441002701	5554196417354400006
Subtotal : 336											
336	5404365		03/09/2014	15/09/2014		VISA	471565*****9120		7120	242461047901	7408532422754400007
336	5404365		03/09/2014	15/09/2014		VISA	471565*****9120		7080	242461048001	7408532422654400007
Subtotal : 336											
336	5404365		03/09/2014	15/09/2014		VISA	454313*****5320		000000002718	242461048301	7408532419154400002
336	5404365		02/09/2014	15/09/2014		VISA	446292*****8619		000000002774	242451045001	7408532419354400002
336	5404365		03/09/2014	15/09/2014		VISA	454313*****5320		000000002705	242461048201	7408532419054400002

■ Schedule Report

Click on the Schedule Report button to set up a recurring schedule or a Run Now report for a large amount of data.

Overview | Reports | Account Information | Search | English/GB

Reports > Schedule Report

Schedule Report

You will receive the every starting on

The report will contain information from until

The report will be provided as a(n) file and made available via

The name of the schedule will be

The report will be sent via email if the report is less than The attachment be compressed/zippped

The report will be emailed to the following individuals:

The report will be available in your Report Mailbox, if the report is greater than MB.

Back | Clear | Submit

You will need to select the following criteria:

- **Frequency**
Daily/Weekly/Monthly/Quarterly/Yearly/Run Now
- **Start Date**
Day you would like to begin receiving your report
- **Data Dates**
Dates you would like to appear in the report. The field will pre-populate with the suggested values (i.e. prior day for a daily report, prior week for a weekly report, etc.)
- **Format**
Adobe PDF/MS Excel/HTML/CSV
- **Delivery Method**
Email/Report Mailbox (online in the application a user must login to view their reports)
- **Schedule Name**
User defined name for their schedule which will also be the subject of the email if email is selected as the delivery method
- **Mailbox Size**
If the user has a limitation on their mailbox size and would like their report to be available online if it is over a certain size select this option
- **File Compression**
Users can select to have the attachment compressed (zipped)
- **Email address**
Email addresses for report distribution. Email addresses do not have to be for registered users. Separate multiple addresses using commas

Click on the submit button to schedule the report.

A Report Schedule confirmation will appear.

3.3 Customising Reports

Customising enables a user to remove any unwanted columns/data, thus reducing the size and appearance of the selected report. Once the Report has been selected, the Customise button is available. Click on the Customise button.

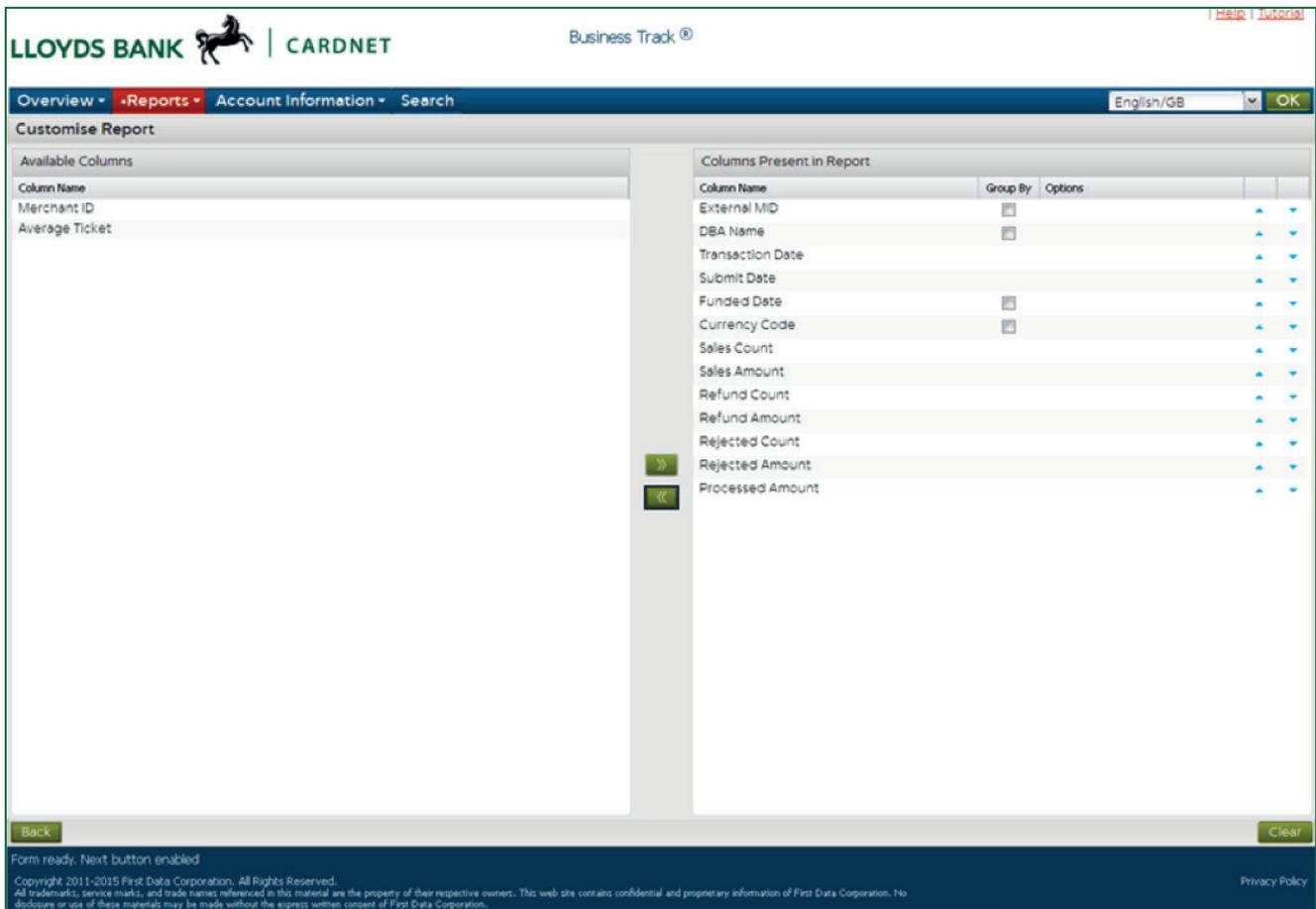
Form ready. Next button enabled

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Move any unwanted columns from the right hand side of the page to the left by using the buttons in the centre of the page. The screenshot below illustrates that two columns have already been moved across.

When you have finished selecting the columns not required, click on the Back button in the bottom left of the screen



ClientLine returns to the selection page. From here select either Run Now to view the report on screen or Schedule Report for other options.

3.4 Reports Mailbox

Reports which have just been run or reports which are scheduled can be found in the Reports Mailbox section.

Display Option – My Content will allow you to see only the reports/schedules you ran/setup for the MID you are viewing. All Content for MID will allow you to see all reports/schedules for the MID you are viewing.

Reports are stored for 14 days after being generated.

Content Type – Reports will allow you to see and download previously run reports within the last 14 days. Schedules will allow you to see, update, and delete the schedules that have been setup.

4. Monthly Statement

The Monthly Statement option allows you to view a copy of your monthly statement 48 hours after month end. This option allows you to view your statement days before you would normally receive your statement. Seven years of statements are available for you to view anytime.

Find out more

 Go to lloydsbankcardnet.com

 Call us on 0800 056 8669

Lines are open 9am–5pm
Monday to Friday

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 and would prefer to use a Textphone, call us on 0345 300 2281 (lines open 24 hours a day, seven days a week).

If you are Deaf and prefer to use BSL then you can use the SignVideo service available on our website lloydsbank.com/signvideo.asp

Important information

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

Information correct as at April 2018.

