BUSINESS & COMMERCIAL

Commerce Control Center

Frequently Asked Questions

LLOYDS

FAQs – Login and Access

What changes can I expect in the Commerce Control Center user experience?

The updated Commerce Control Center user experience is designed for easier navigation and task completion.

Will users need a new login to access the updated Commerce Control Center experience?

No, users will continue to use their existing sign-in credentials for Commerce Control Center, which used to be known as Business Track/ClientLine Enterprise.

Am I still able to access ClientLine Enterprise?

Yes, for a limited time you'll be able to switch back to ClientLine Enterprise using the toggle located at the top right-hand corner of the screen.

If I have access to multiple client tiles, how do I switch?

Click on the logo on the left navigation bar.

I regularly use a BOT to sign in to the new Commerce Control Center and/or to retrieve information. What should I know or do?

If you're using a BOT to sign in or gather information, you may need to update the BOT's instructions to align with the new layout and navigation of Commerce Control Center. It's advisable to contact your IT department for troubleshooting and let them know about the changes with the new Commerce Control Center design.

Also, if you're toggling between the current and new Commerce Control Center experience, your BOTs may not function properly for both. Be sure to mention this detail in your enquiry to IT.

FAQs – Reporting and Data

Is my historical data still available in Commerce Control Center?

Yes, there have been no changes to the data, and all historical data that was available in ClientLine Enterprise will be available in Commerce Control Center.

How can I find the report categories that were available in the ClientLine Enterprise menu, such as Authorisation, Settlement and Funding?

You can access all reports under “View” in the new Commerce Control Center menu. You can then use the Category and Sub Category drop-downs to help you find the reports that were available in ClientLine Enterprise.

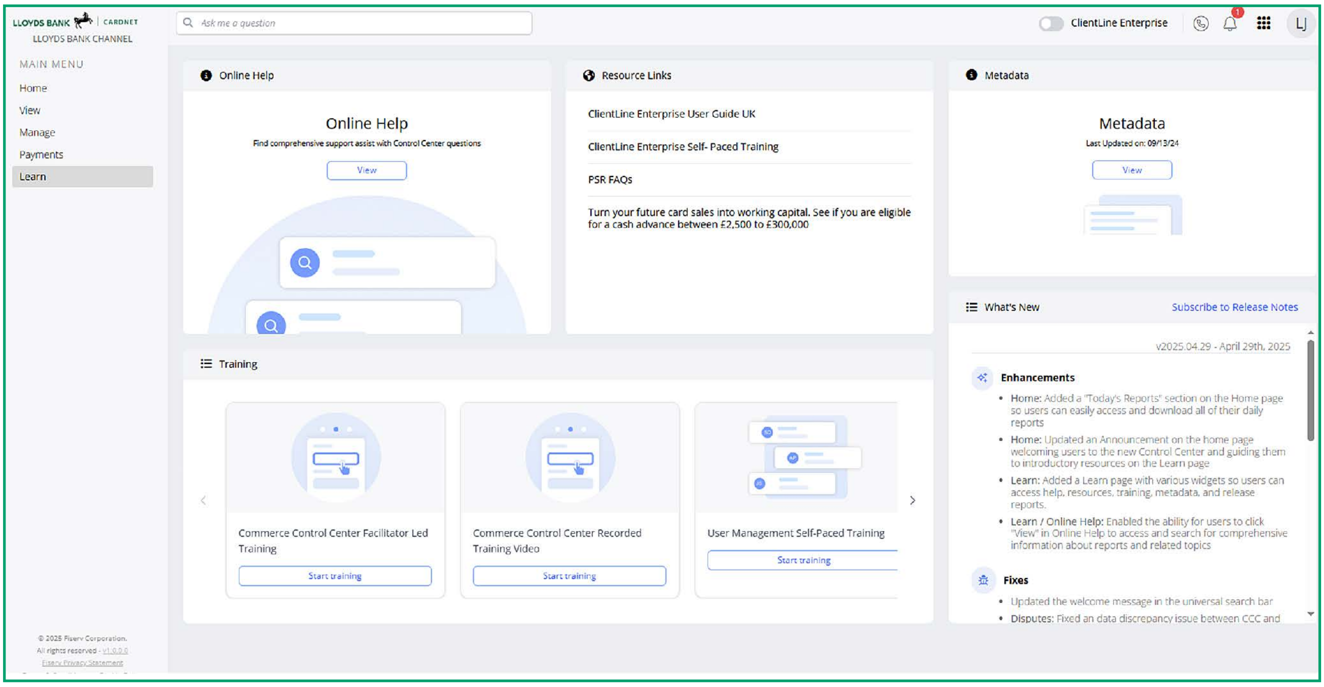
When I select a report, why do I no longer see the filters?

In the new Commerce Control Center experience, the extensive filtering options have been moved to a selectable option, so each user can pick the exact filters they want to apply.

You can find all the same filters under the “+Add Filters” button on the left.

How can I find available fields and their definitions?

You can access the Metadata section on the right-hand side of the “Learn” page, where you can search any field and the report category that contains that field.



Where can I find enhancements, updates and training resources for Commerce Control Center?

In the left-hand menu under Learn, you’ll find What’s New, which captures our recent updates and enhancements. Learn also provides quick access to training videos, resource links and full Online Help.

How do I find the report or data insights I need for my business?

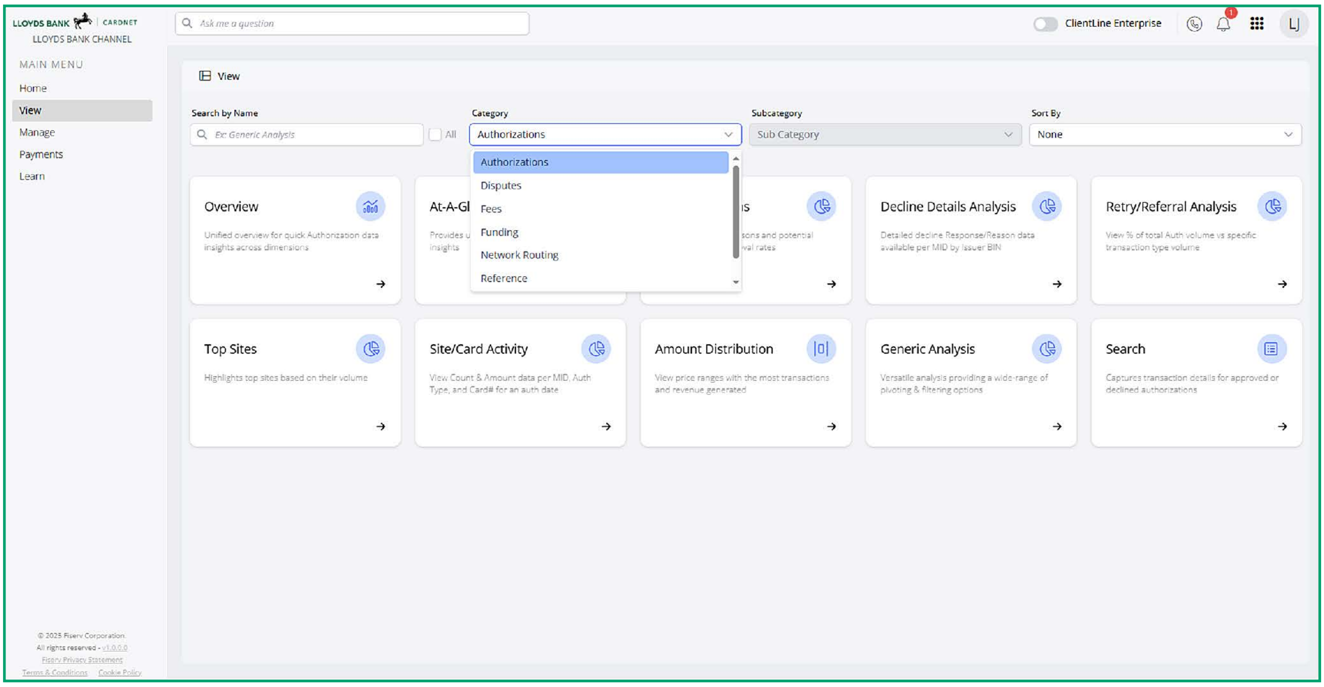
The Search and AI capabilities can help with generating reports, discovering insights and finding what you need in a conversational manner. For example:

- “Why are my Visa declines so high?”
- “How can I improve my approval rate?”
- “Where can I find last month’s statement?”
- “Show me my volume from last week”.

FAQs – Statements, Saved and Scheduled Reports, AI

How can I view my statements?

You can find and download your statements from the Manage landing page by selecting “Statements & Documents” from the report category drop-down menu.



Will all my saved content in ClientLine Enterprise transfer to Commerce Control Center?

Yes, all of your existing ClientLine Enterprise Saved templates, Schedules and User Settings (time zone, language etc.) are available in Commerce Control Center.

I haven’t received my security code or scheduled reports. Is there an issue?

The sending address for Commerce Control Center communications has changed from **donotreply@businesstrack.com** and **dl-na-clxdonotreply@firstdata.com** to **donotreply@commercecontrol.com**

If you use automated processes or have whitelisted email addresses in your systems, it’s essential to update your configurations to include the new Commerce Control Center sender address **donotreply@commercecontrol.com** This will make sure you continue receiving email communications from Commerce Control Center, including your scheduled reports.

What’s the function of the search bar at the top of the page labelled “Ask me a question”?

The search and AI capabilities can help you generate reports, discover insights, and find what you need – in a conversational manner. For example, “Why are my Visa declines so high?” and “How can I improve my approval rate?”

Why are there no filters available on screen when I’m running a report?

In the new Commerce Control Center experience, filters have been collapsed to minimise confusion. You can easily expand the “Filters” section to select the filters you’d like to apply to your report.

How can I quickly access the reports I use most frequently?

You can use the new Add Shortcut feature on the left navigation bar, which makes it easier to access your most often used reports or links.

Where do I find my scheduled reports and saved templates?

You'll find your scheduled reports and saved templates under Manage – then select the Inbox/Saved/Scheduled section. Scheduled reports and saved templates can be found by clicking on the user's name tab.

How do I know that my scheduled report is ready to view?

The Notification icon notifies users when a scheduled report has been completed within the last 24 hours and can be viewed in the Inbox.

I need to update my report delivery method. Where do I go?

You can update your report delivery method, email address and language preference in User Settings, which is under the Manage section.

How can I access User Management?

You'll find a widget to access User Management on the Manage landing page.

How do I switch client tiles?

You can switch between clients by using the client tile selector on the left navigation bar.

Go to **lloydsbank.com/cardnet**

Call us on **01268 567100**
We're here from 8am to 9pm
Monday to Saturday

If you need this communication in another format such as large print, Braille or audio CD please contact us.

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

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.

Please remember we cannot guarantee the security of messages sent by email.

Our service promise

Please let us know if you have a problem – we're here to help. See our complaints process on our 'Help & Support' page at: **lloydsbankcardnet.com/how-to-complain**

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