BUSINESS & COMMERCIAL

Commercial Cards Data Management

Mobile App User Guide – for Approvers and Cardholders

LLOYDS

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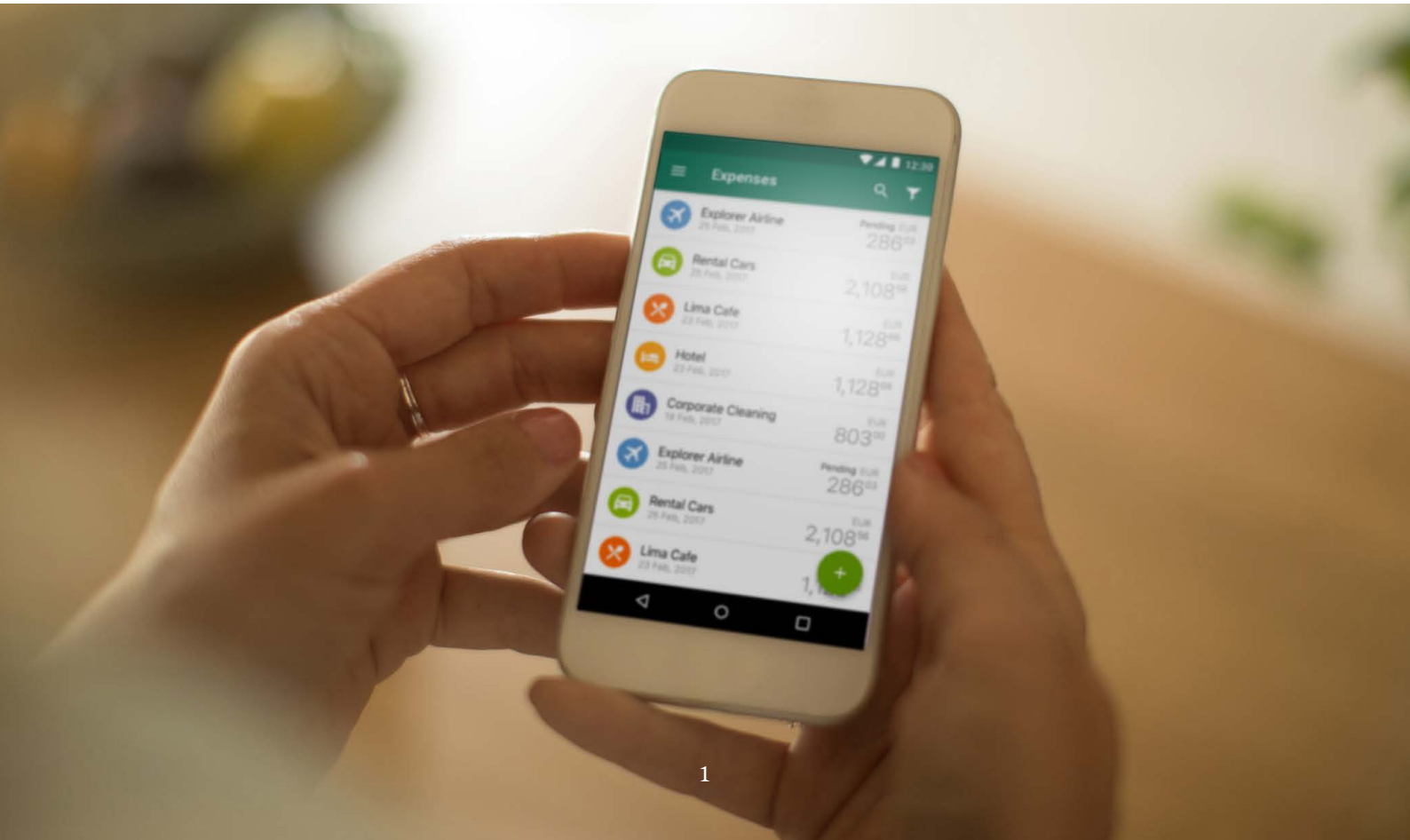
Overview

From receipt capture and coding to approvals, the Lloyds Bank CCDM Mobile App makes it simple to complete all your expense tasks on the move. View, code and approve both card and out of pocket expenses quickly and easily from your mobile device or tablet.

The Lloyds Bank CCDM Mobile App is available for both Apple and Android devices and can be downloaded directly from the Apple and Google Play store.

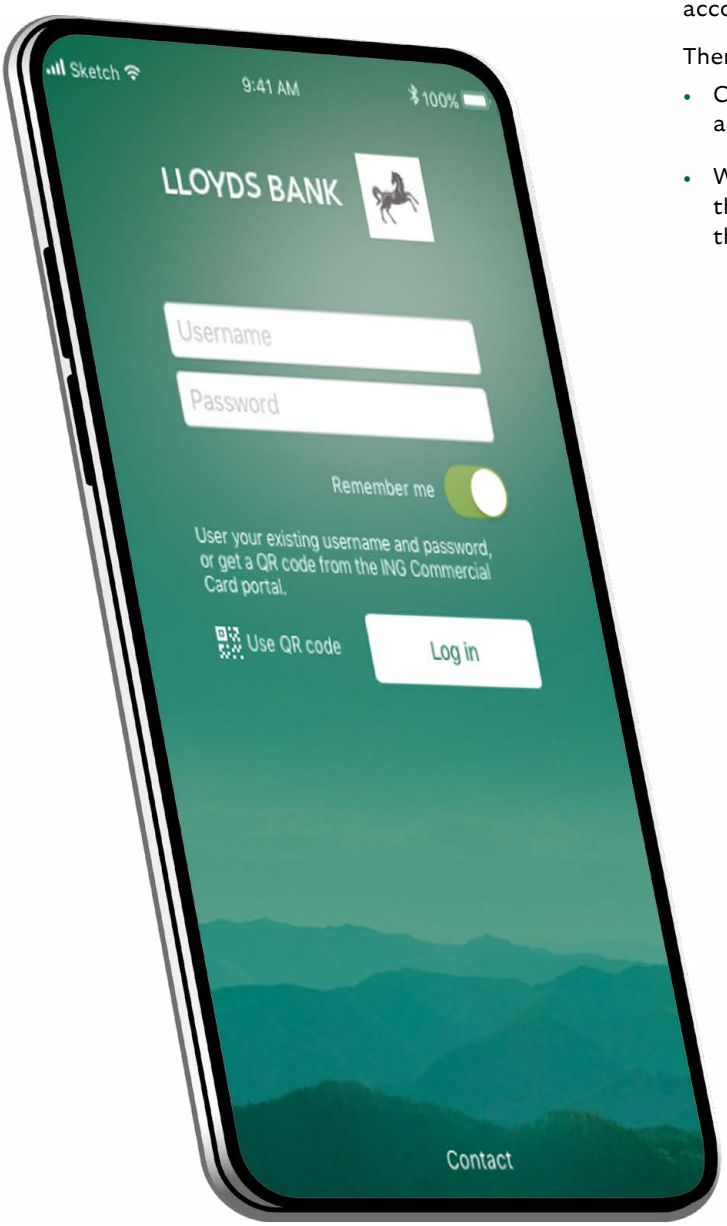
- The App can easily be accessed and downloaded from the App stores by entering key words such as **LLOYDS BANK CCDM**.
- You can login to the Mobile App on multiple supported devices.



Login and Authentication

Logging into the Mobile App

Once the Lloyds Bank CCDM Mobile App is downloaded on a device, you can register and authenticate the device either by entering your full CCDM login credentials or via QR code authentication.



Login using full credentials

When selecting the **Log In** option, enter your full login credentials i.e. username and password.

If you attempt to login into the App more than three times using the wrong password, after the third attempt, your account will be locked on both the full site and the App.

There are two options to unlock your account:

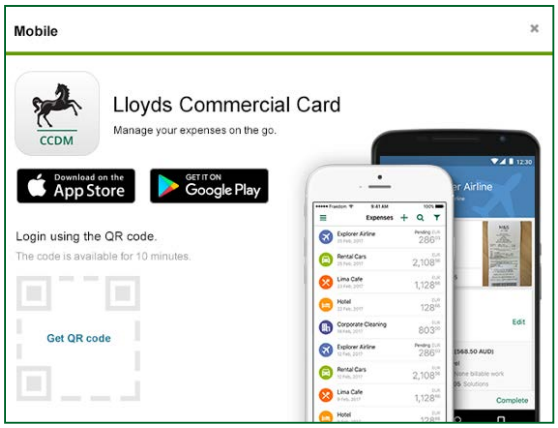
- Contact your Programme Administrator to unlock your account; or
- Wait for 2 hours – you will automatically be unlocked on the desktop site and can then attempt to login again to the App, using the correct credentials.

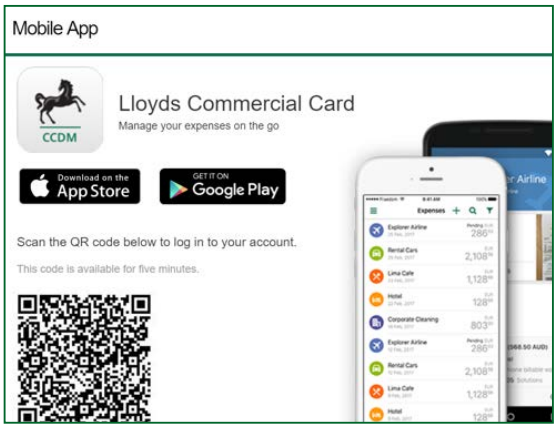
Login using QR code

A quick response (QR) code is a type of barcode containing information that can be digitally scanned via the camera on a smartphone or tablet. To retrieve a QR code, log into CCDM on your desktop and select the **Mobile App** option from the User Settings menu. Clicking on **Get QR Code** link generates a unique account barcode.

Once the QR code is generated on CCDM on your desktop, you need to launch the Lloyds Bank CCDM App on the mobile device. Select **Use QR code** and scan the unique barcode displayed on your desktop using the mobile device.

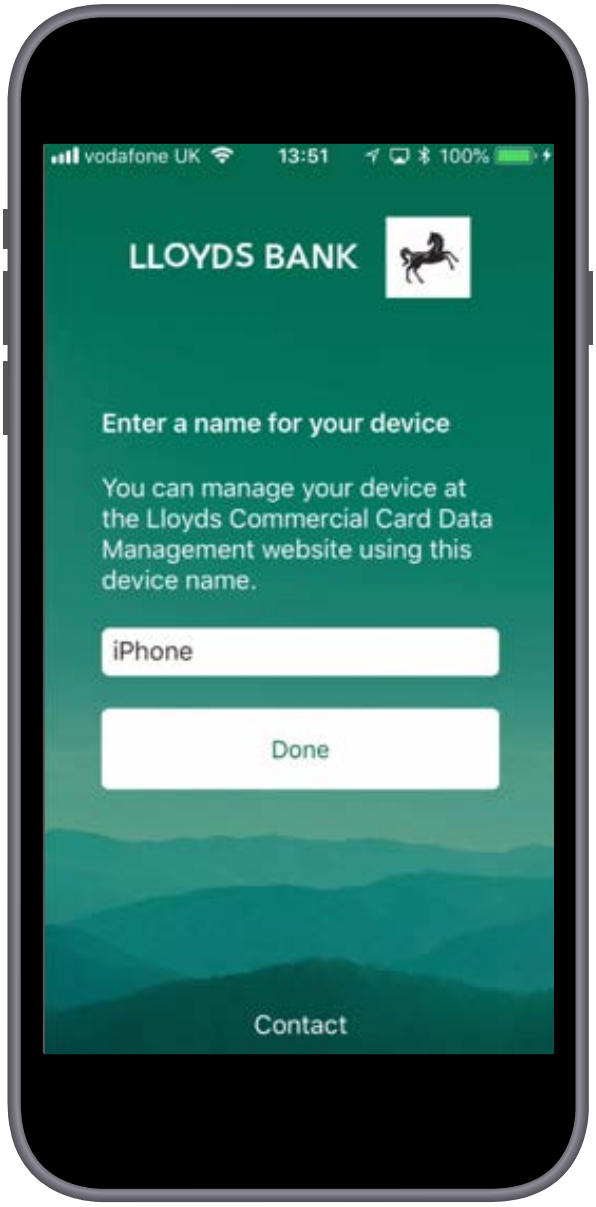
Note: For security reasons, the QR code is only valid for one attempt but the QR code image will remain active for 5 minutes. You can generate a new QR code, if required.





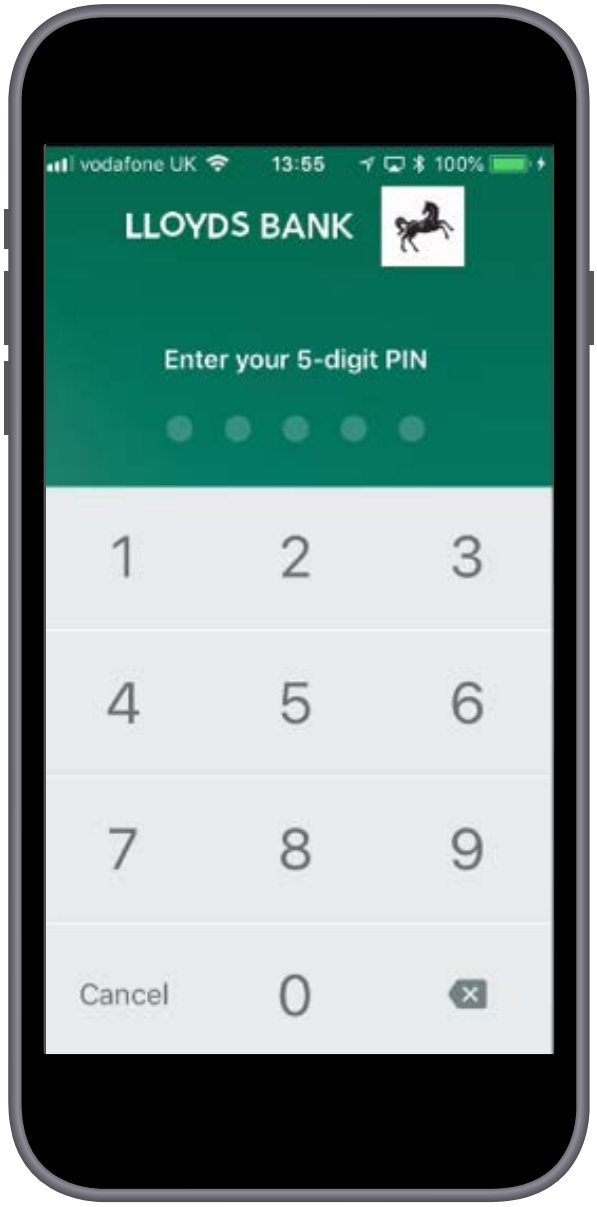
Naming a Device

Upon successful authentication, you will be prompted to specify a name for your device. Please enter a unique name.



Creating a PIN

Once you have successfully authenticated, either by entering full login credentials or generating a QR code, you will be asked to set up a 5-digit PIN.



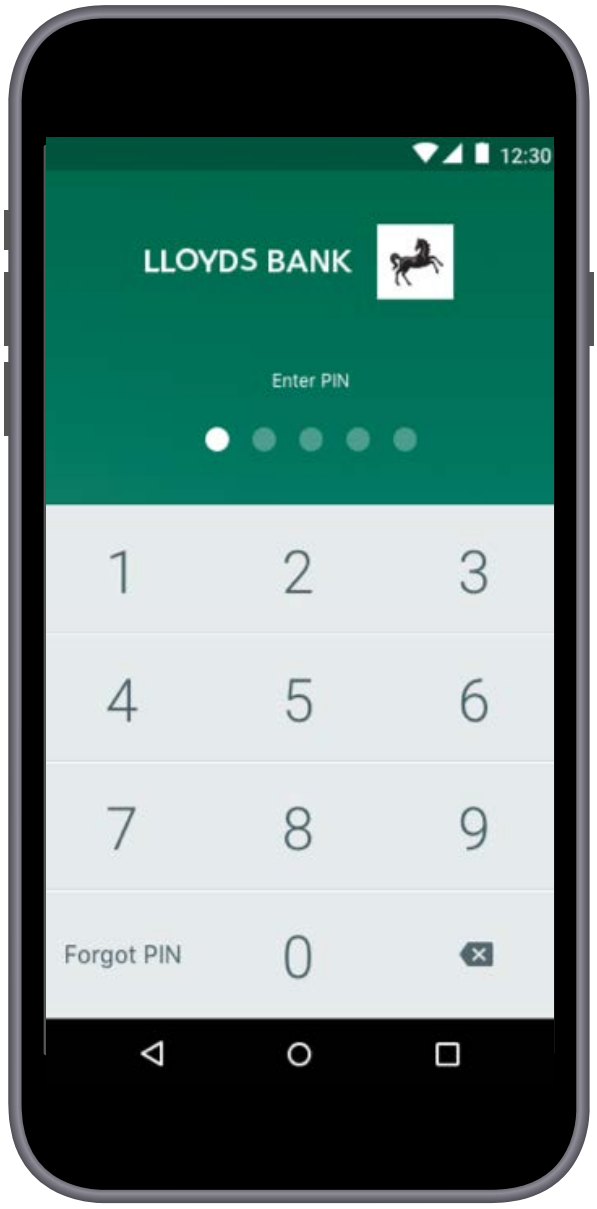
Once a PIN is set up, you can quickly and easily log into the App each time using the PIN.

- The PIN must be five digits long and cannot contain repetitive or consecutive numbers.
- You can choose to set up the same PIN on multiple devices.
- Please do not set up a PIN if you have multiple Lloyds Bank CCDM logins.

Note: If you enter your PIN incorrectly three times, the mobile device is locked. Please re-enter your full login credentials to access the Mobile App. Once login is successful, you can set up a PIN and re-use the same PIN.

Setting up a PIN is not mandatory. If you select **Not Now** and choose not to enter a PIN, you will be required to re-authenticate each time you access the App either by entering your full login credentials, or generating a QR code.

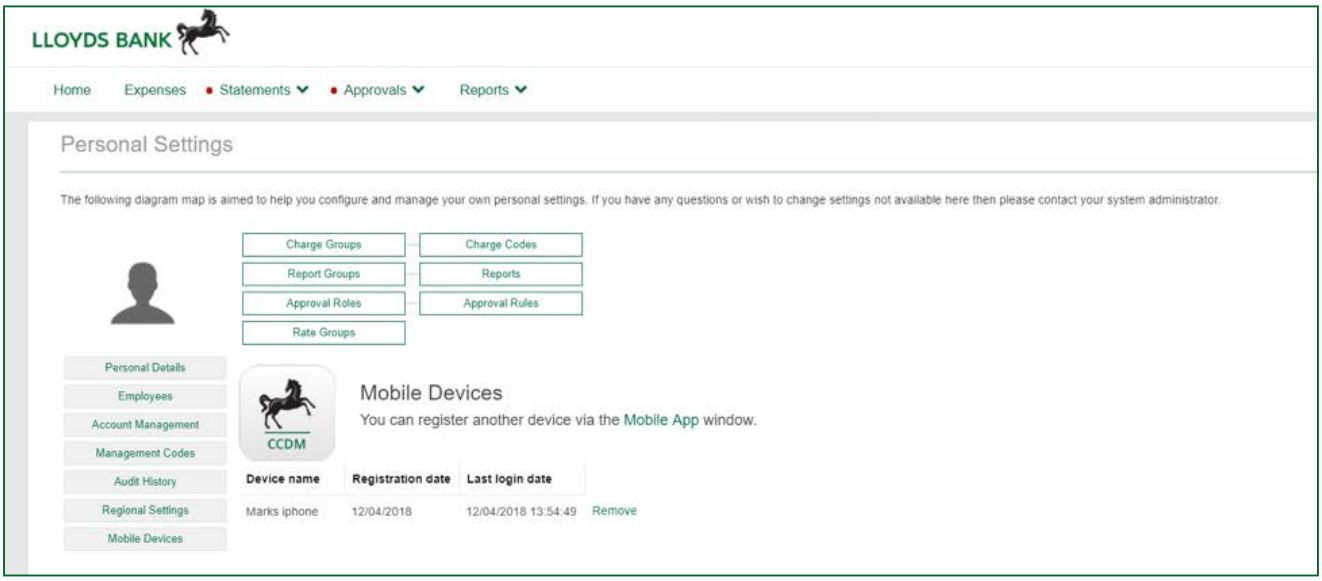
If you choose to set up a PIN, you will not be prompted again. A PIN can be set up or re-set at any time through the **Settings** menu within the Mobile App.



Viewing Registered Mobile Devices

All mobile devices with PIN registration will display and show as registered on your desktop. The device list is accessed through the **Personal Settings** > **Mobile Devices** under your **Personal Settings** menu. From here, you can view and manage devices.

Note: Only devices that have a PIN login established will display on your desktop.



Locked icon

The device name displays a locked icon if the PIN on the device has been locked, for example, you enter the PIN incorrectly multiple times in a row.

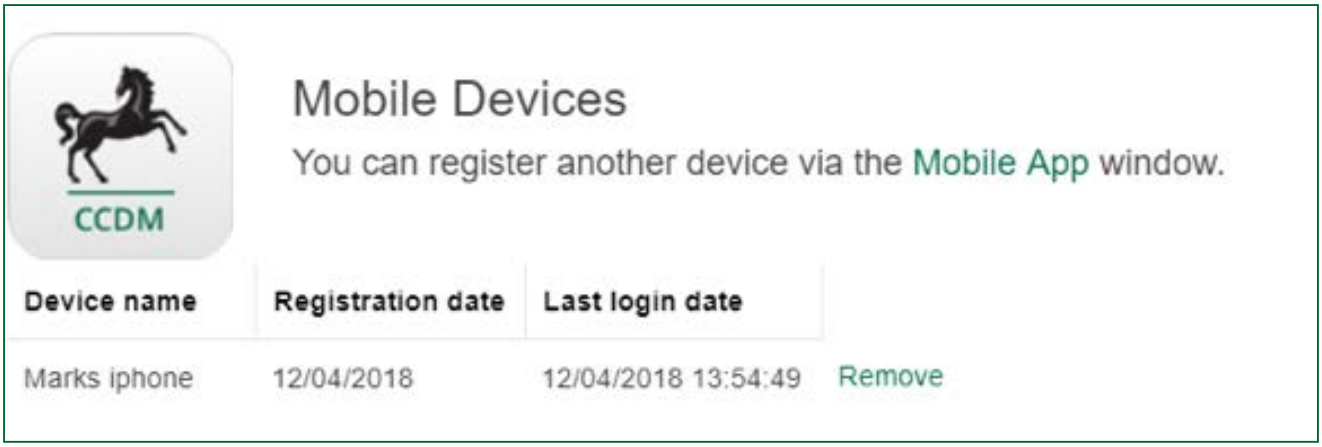
Note: The PIN locked status remains in place for two hours, after which you will be able to log into the Mobile App with the same PIN.

Each device has a **Remove** link for removing the registration and PIN login on the device. Once removed from the list, the device will no longer accept the PIN login that has been set up to access the Mobile App.

If you remove a device, you will be required to re-authenticate and re-establish a PIN. This is recommended practice in the event a device is lost or stolen. Programme Administrators can also view and manage the registered mobile devices for each cardholder via the **Personal Details Report** window (**Administration** > **Administration Overview** > **Employees**).

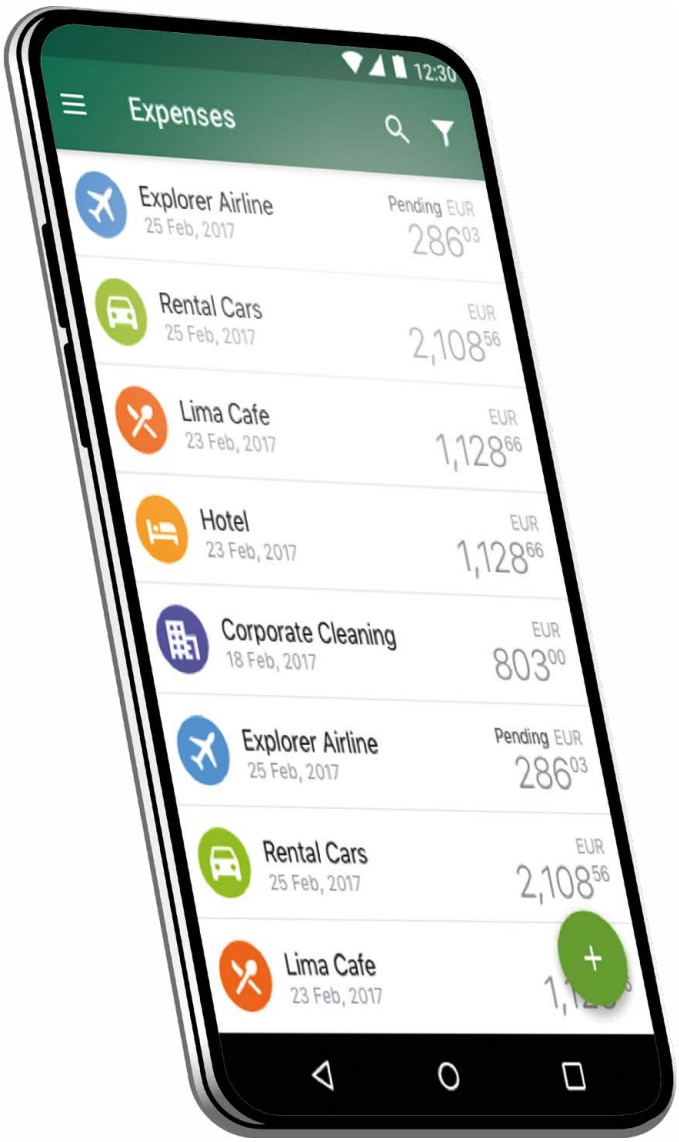
Re-registering a device

If the device has been removed or locked, you can register the device again by logging into the Mobile App using your full login credentials or via QR code.



View and Code Expenses

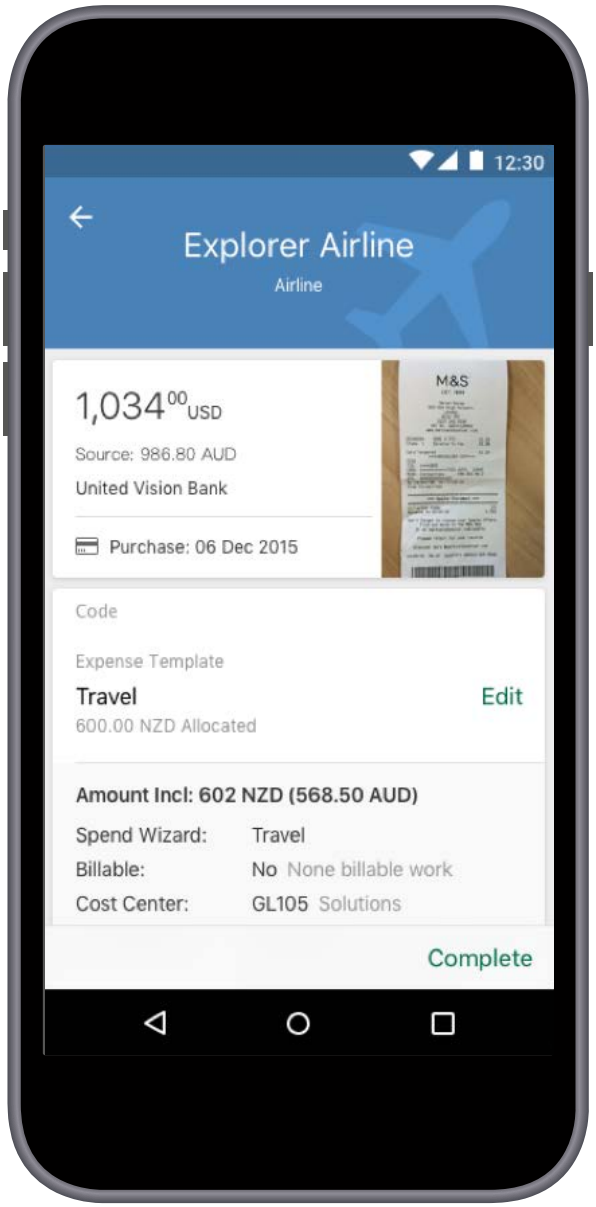
The **Expenses** list on the CCDM Mobile App is a paged list of all available expenses, showing the most recent first. The summary screen resembles the Expense Listing Screen on your desktop and allows you to view key details of each expense, apply one-click coding via an expense template and attach a receipt.



View an Expense

Upon login, the initial view will only show items in the **To Do** state, i.e. expenses requiring coding. The top blue header provides the additional icons to further manage the App and expenses.

- The **Search** icon allows you to search for an expense using keywords and numbers.
- The **Filter** icon allows you to filter the expense listing in the **To Do**, **Pending** and **Completed** states.



Code an Expense

Upon selecting an expense, the **Expense Details** screen displays detailed information about the expense. The CCDM App supports the coding of an expense using a pre-defined **Expense Template**. An **Expense Template** must first be created on your desktop before it can be used on the Mobile App. If templates are available and a **Spend Form** has not been applied, a drop-down listing of **Expense Templates** defined on your desktop are available for you to select.

Note: If **Spend Forms** are **mandatory** for a particular expense type, the **Expense Template** drop-down will not display and you will need to code the expense on your desktop using a **Spend Form**.

- Click on **Select** to choose and apply an **Expense Template**. Applied coding is shown in the grey coding area. Any coding errors will be shown in bubbles at the top of the screen.
- The editable description **Notes** area allows you to enter a description. If mandatory, the description box will be indicated with a red line/border.
- The approval rules are listed at the bottom of the page but are hidden until you select the down arrow.
- Clicking the **Complete** button validates and submits the expense. In the event of an error, an error message will display on the **Expense Details** page.
- Once an expense is locked, no field can be changed. The applied template is displayed, but cannot be changed.

Capturing and Linking a Receipt Image

If your business has chosen to enable Receipt Image Capture, the App will display a **Receipt** box within the **Expense Details** panel. You can link, view and unlink receipts by clicking on the **Receipt** icon.

When clicking on this icon, you have three options for linking a receipt to an expense; you can:

1. select images from your **Image Library**, where only unlinked images are visible.
2. select an image from the device picture gallery.
3. snap a photo on the go.

Once a receipt is linked to an expense, a view of the image will appear on the **Expense Details** screen. The receipt can be viewed, updated or unlinked by clicking on the receipt image.

Note: Only one image can be linked to an expense via the Mobile App. If multiple images are required for linking, image linking must be completed on your desktop.

Submit Expense for Approval

Once the expense has been fully coded and the receipt applied (if required), you can submit the expense for approval by clicking on the **Complete** button.

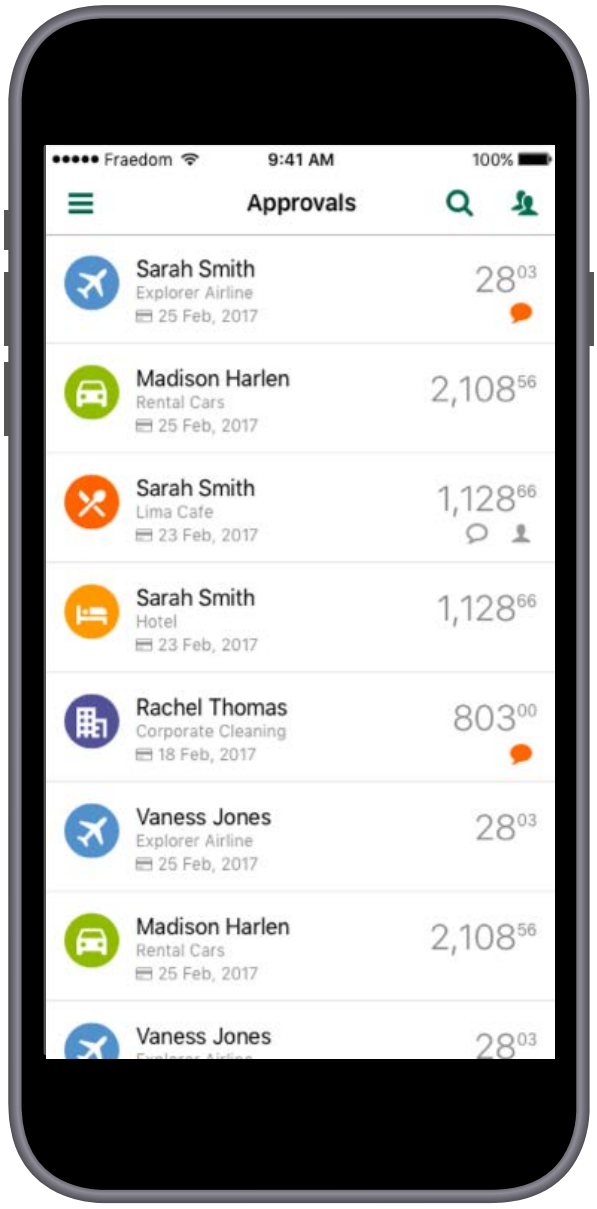
View and Approve Expenses

Approval Listing

The **Approvals** list shows all available approvals sorted in date order, with the most recent first. The default display lists items for all employees requiring expense approval, however this approval listing can be filtered.

- **Search** button – search by keywords or numbers.
- **Filter** button – allows you to view items in **To do** or **Recent approval** status.
- **Employee** button – allows you to filter approvals by a single employee.

Note: If you are an Approver and also a Cardholder, the **Approvals** list will be the default home page. This can be changed in **Settings** to display the **Expense** list upon login.

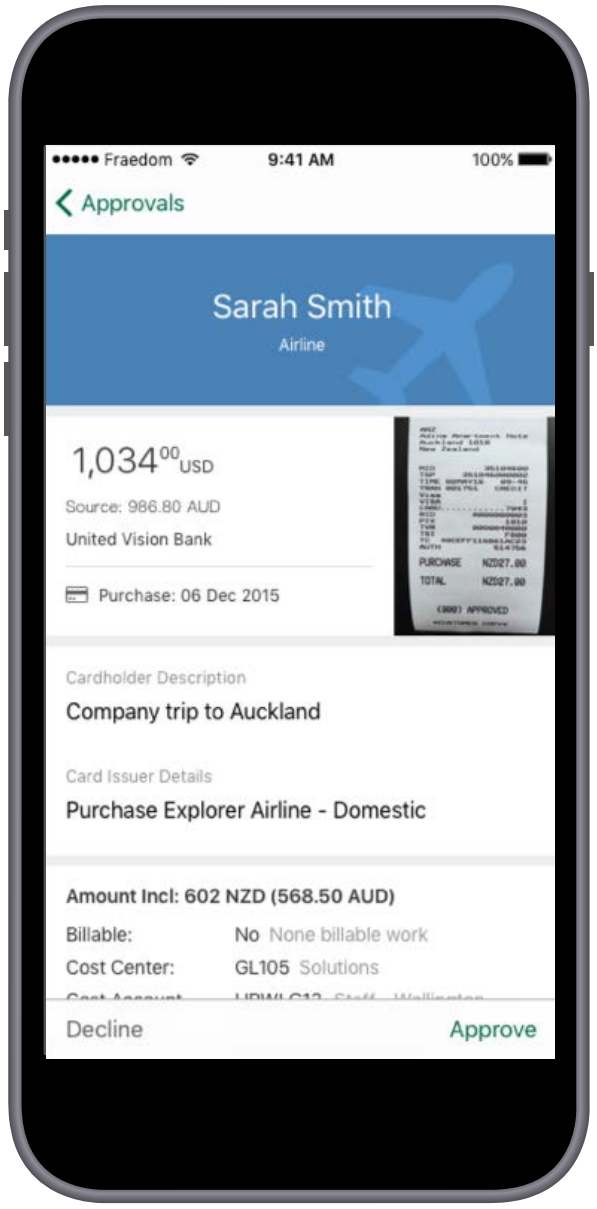


Approval Details

Once an expense is selected for approval, the expense details are displayed including coding information and linked images.

- Applied coding is shown in the grey coding area.
- The approval rule is listed at the bottom of the page.
- If **Image Library** is enabled, the App will display a **Receipt** box. You can view attached receipts tapping the image area.
- The Approver can **Request Info** by entering text into the comments area and clicking **Send**.
- The Approver can approve by clicking **Approve**.

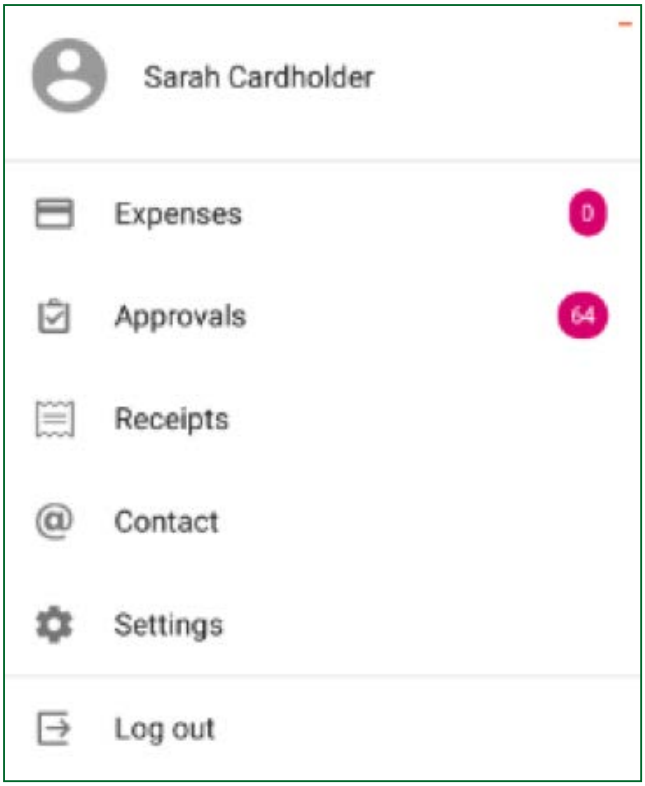
Note: The Mobile App supports **Approval delegation**. Upon Mobile App login, an Approver will see the **Approvals** listing once an expense has been submitted for approval.



Mobile App Menu Options

The main menu shows all the features available on the App:

- **Contact**, **Settings** and **Logout** are always available.
- Other available features such as **Expense**, **Receipts**, **Approvals** will be dependent on your configuration and user setup.



Expenses

If you are a Cardholder and Approver, you can access your **Expense** listing through the **Expense** menu option. The red indicator displays the number of expenses requiring action. The **Expense** listing can be defaulted upon login via the **Settings** menu.

Approvals

If you are a Cardholder and Approver, you can access your **Approval** listing through the **Approvals** menu option. The red indicator displays the number of **Approvals** requiring action. The **Approval** option only appears in the menu after the **Approver** (or **Delegate**) has been assigned their first approval.

Receipts

The availability of the **Receipts** menu option is driven by the **Image Library** setting for your business. Selecting the option on the main menu shows all unlinked receipt images from the **Image Library** as thumbnails. Tapping on a thumbnail in the list shows a full screen image.

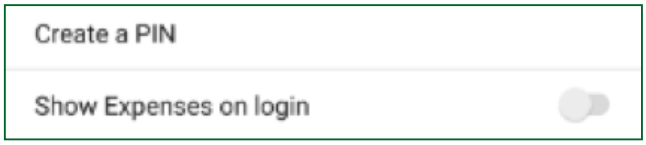
Clicking on the **Add** button allows you to add images to your **Image Library** via the device **Picture Gallery** or directly from the device camera.

Contact

Select **Contact** to verify the version of the App and other App details such as **Model** and **Registered** Name. These details can be useful in understanding issues.

Settings

PIN maintenance is accessed through the **Settings** menu. When you set a PIN, the **Create a Pin** option becomes **Reset your PIN**. When resetting a PIN, you will be prompted to login again using your login credentials or the QR code.



Approvers who also manage expenses have the option of displaying by default upon login, the listing of expenses requiring coding or the listing of expenses requiring approval. This is managed through the **Settings** menu option.

Logout

Choose **Logout** to quickly logout of the App. You will be automatically logged out of the App after 3 minutes when the App is in the background and 30 minutes when the App is open.

Go to **lloydsbank.com/business**

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

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

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