COMMERCIAL CARD DATA MANAGEMENT (CCDM)

Guide for Programme Administrators

LLOYDS BANK

Contents

Commercial Card Data Management (CCDM)

Overview

High level description of the main parts of the system.

Types of User

There are three types of user:

- **Cardholder** – the person who has undertaken the spend on their card and is responsible for coding their transactions in accordance with the finance teams requirements
- **Manager** – approves the coding of the transactions – this may be the line manager or cost centre manager dependent on requirements
- **Administrator** – responsible for the day-to-day upkeep of the system i.e. managing user profiles, ensuring transactions are coded and approved in a timely manner and running the extract file for upload into the finance/ERP system.

Report Groups

The system has a suite of reports which are available to users – they are divided into report groups as follows:

- **Cardholder** – enables the cardholder to run reports against their own card
- **Manager** – enables the manager to run reports against the cardholders they approve transactions for
- **Administrator** – enables the administrator to analyse cardholder spend and run reports to monitor the coding and approval of transactions.

A user may be a cardholder, manager and an administrator in which case they will need to be allocated all three report groups to their profile. They will only need one login.

Charge Groups

For a cardholder to code transactions with information such as cost centre and GL codes, they must be loaded to a charge group and that group must be assigned to the cardholders. If the codes are not allocated to a group, the code will not be available to a cardholder. The standard setup is for the codes to be allocated to a group titled 'All Codes' and for this to be assigned to all cardholders.

Maintenance of the System

Creation of User Profiles

This is a three step process whereby you create the profile, generate the username and if a cardholder, map the card to the profile.

Creating the User Profile

- Click on **Administration > Overview > Administration Overview > Employees**
- Close down the search window and click on '**Add New Employee**'
- Enter information as per screenshot below, selecting the relevant report group for the user. If they need access to more than one report group refer to page 7 – How to allocate more than one Report Group to a Profile
- If the profile is for a cardholder and you have line manager approval, click on '**Manager Details**' and in '**Manager Level 1**' search and select their line manager – this person will be approving the coding of their transactions
- If you make use of default codes click on '**Default Coding**' and key in the required default
- Once complete, click on '**Save**' and enter your password to confirm the creation of the profile.

Creating the User Name

- Click on **Administration > Overview > Administration Overview > Employees** and search for the profile you have just created
- Click on the final icon on the right

- Enter your password and enter the username you want to allocate to this user. This action will generate two emails to the user, one detailing their user name and one detailing a temporary password they will be asked to change at first login

- If you undertake a search for the user you have created, you will see the icons on the right have changed.

Employee Name	Access Level	Last Login	Actions
☐ John Smith	General	-	

Mapping a card to the profile

For a cardholder to access their transactions, their card needs to be mapped to the profile you have created.

- On the 'Home Page' under 'Account Management' click on '**Lloyds Bank**' and on the next screen click on the number in the 'unmapped' column (these are cards which have been issued but not mapped to a profile)

Account Management	Unmapped
Lloyds Bank	19

Account Issuer	Unmapped
Lloyds Bank	19
Total	19

- Against the relevant card, click on the silhouette and search for the profile you have created and click on the silhouette against the profile name to map the card.

Account Issuer	Status	Employee Name	Account Name	Account	Credit Limit		
Lloyds Bank	Active	-	Kyilee Johnston	5147	5,000.00	ℹ	👤

Creating a Charge Code

- Click on **Administration > Overview > Administration Overview > Charge Codes**
- Close down the search window and click on '**Create**' and complete the form by selecting the type of code, entering the value and description and importantly, allocating it to a charge group. When complete, click on '**Save**'

Create New Charge Code

Type	Cost Centre ✕ ▾
Value	ABC123
Description	membership subscription
Status	⦿ Active ◯ Inactive
Advanced Description	
Charge Group(s)	✕ All Codes ▾
Parent Type	▾
Parent Value(s)	▾

Extracting approved transactions for upload into your finance/ERP system

- Click on **Administration > Period Management > Statement Periods**
- Click on '**Extract**' against the statement period you want to run the extract for

Statement Period		Open Period			Closed Period			Options
Start Date	End Date	Unread	Read	Updated	Unread	Read	Updated	
25/06/2021	24/07/2021	33	9	8				R T A P i � Extract

- The next screen details the status of the transactions for that statement period. Click on '**Extract**'. If cardholders are uploading images against transactions you can download the images which relate to the extracted transactions by clicking on the image icon.

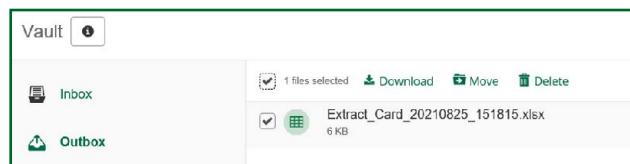| Extract	Incomplete	Waiting	Question	Approved	Declined	No Rule	
New	65	11	0	17	0	2	📄 Extract
							🖼 Images

NOTE: Only transactions in 'Approved' or 'No Rule' status will be pulled into the extract file.

- When you click on '**Extract**' you will be asked to confirm you want to proceed. A message will then appear advising the file will be available in the vault shortly.

> Your statement file has been scheduled and will be placed in the Vault shortly.
>
> OK
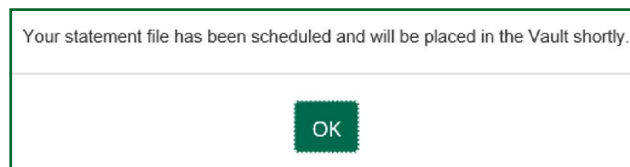
Downloading the Extract File From the Vault

- Click on **Administration > File Management > The Vault**
- Click on the '**Outbox**' and select the file and click on '**Download**'

Vault ⓘ

🖨 Inbox	☑ 1 files selected ⬇ Download 📦 Move 🗑 Delete
☁ Outbox	☑ ▦ Extract_Card_20210825_151815.xlsx 6 KB

Email Notifications

Automated emails can be generated from the system to request cardholders to code their transactions in a timely manner and to advise managers they have transactions to approve.

To access the automated emails section:

- Click on **Administration > Overview > Email Management**
- There are a number of emails you can configure but the main ones are 'Transaction Action – Account Holder Coding' and 'Approval Required Action – Detail List'

🔔	Lloyds Commercial Banking Card Data Management - Action Required Day of Week - Thursday	Transaction Action - Account Holder Coding
🔔	Lloyds Commercial Banking Card Data Management - Action Required Day of Week - Friday	Approval Required Action - Detail List

- Click on the hyperlink against the relevant email notification and a screen like the one below will appear:

- On this screen you have the ability to:

  – Activate the email notification

  – The email address it is sent from

  – The frequency you want the email to be sent out

  – If required, you can amend the text which is included in the email.

Running Reports to Monitor Cardholder and Approver use of the system

Transactions not coded by the cardholder

To identify the number of transactions which are with a cardholder for coding, you need to undertake the following:

- Click on **Reports > Usage and Monitoring > Approval Status** and complete the search box as follows:

- Completing the search box as per above will detail the number of transactions which a cardholder has not coded.
  NOTE: dependent on the way your system has been built, you may need to select another 'transaction status' category to achieve the required result.

Transactions not approved by the approver

- Click on **Reports > Usage and Monitoring > Approval Status** and complete the search box as follows:

- The report will look like the screenshot below. It will detail the status of the transactions which will require approval by the manager.

Info Required	Approval Required	Declined	Approved	Info Provided	Unavailable
-	1	-	10	-	-
-	12	-	-	-	1
-	13	-	10	-	1

Frequently Asked Questions

Cardholders cannot see a code I have loaded?

This could be due to the code not being allocated to a charge group. To check undertake the following:

- Click on **Administration > Overview > Administration Overview > Charge Codes** and search for the relevant code

Value	Type	Description	Group(s)	Actions
12345	GL Code	12345		✏ 🔳
abcde	Cost Centre	abcde	1	✏ 🔳

- You want to see a number under the 'Groups' column. In the screenshot above, users will be able to access the cost centre code but not the GL code as it has not been allocated to a group
- To allocate, select the tick box on the left against the code and click on '**Group Action**' at the top and select '**Add to Charge Groups**' and select the relevant group, normally '**All Codes**'.

How to allocate more than one Report Group to a Profile

- Click on **Administration > Overview > Administration Overview > Employees** and search for the required employee
- Select the tick box and click on '**Manage Selected Employees**'. Note: You can select more than one employee

- On the next screen, click on '**Report Groups**' and select the report groups you want to allocate to the employee. Then click on '**Done**' and '**Confirm**'.

A Manager has left, how can I easily update cardholder profiles with new manager details?

- Click on **Administration > Overview > Administration Overview > Employees** and on the search window ensure you set 'return results' to 'All' so you see a full list of profiles
- Select the required employees and click on '**Manage Selected Employees**'

Employees matching search criteria
☑ **Employee Name**
☑ Jason Platt

Manage selected employees

- Click on '**Change Managers**' and search for the new manager (a profile must be already in place for them) and specify the '**Manager Type**', normally '**Direct Manager**'

Employee Management: Jason Platt

Charge Groups
Report Groups
Approval Roles
Rate Groups
Rights Groups
Change Managers

Employee Search - Work - Microsoft Edge
https://www.lloydsbank-datamanagement.com/Settings...

Employee Search

Please search for the desired employee. Please note only the first 50 records will be returned from your search.

Employee ID
Forename
Surname   smith   Search

Please select the Manager Type you wish to change from the drop down list below. Once you have selected the appropriate Manager Type please select the employee record you wish to assign as the manager to the employees you selected on the previous screen.

Manager Type   Direct Manager

Search result:
Employee   Name
12345   John Smith

- Click on the silhouette on the right against the new manager and you will then see a new message advising the change has been completed. NOTE: Transactions which have been coded and are with the old manager for approval will remain until the transactions have been refreshed. Refer to next question on how to do this.

I have updated manager details for a cardholder but their transactions are still with their old manager.

- Click on **Administration > Period Management > Statement Periods**
- Against each open period click on the '**A**' icon to recalculate the approval roles

Statement Period		Open Period			Closed Period			Options
Start Date	End Date	Unread	Read	Updated	Unread	Read	Updated	
25/07/2021	24/08/2021	7	2	1				R T A i Extract
25/06/2021	24/07/2021	10						R T A i Extract

- Click on '**Start Recalculation**' and confirm twice you want to proceed. Once completed all the transactions which were with the old manager will be with the new manager. Remember you will need to refresh each open statement period.

Start recalculation

Current History   Time Started   Time Completed   Status
No History

Refresh..

How do I lock/unlock a user?

- Click on **Administration > Overview > Administration Overview > Employees** and search for the required employee

Employees matching search criteria			
Employee Name	Access Level	Last Login	Actions
Jason Platt	Administrator	31/08/2021 14:42:57	🖺 📧 📄 👤 🔑 🔓

- On the right hand side there are a number of icons, one is a padlock
- To lock a profile, click on the open padlock and it will turn into a closed red padlock
- To unlock, click on the closed red padlock and it will turn into an open padlock.

How do I send out login details to a user who has not received the original login emails?

- Click on **Administration > Overview > Administration Overview > Employees** and search for the required employee

Employees matching search criteria			
Employee Name	Access Level	Last Login	Actions
Jason Platt	Administrator	31/08/2021 14:42:57	🖺 📧 📄 👤 🔑 🔓

- This will only work if there is no date in the 'last login' column. Click on the first icon which says '**Employee Details**', when you hover over it
- Click on '**Resend Login Details Email**' at the bottom of the screen. Prior to doing this, ensure the email address is entered correctly. This link is only available if the user has never logged on.

Resend Login Details Email

How do I change an employees default codes?

- Click on **Administration > Overview > Administration Overview > Employees** and search for the required employee

Employee Name	Access Level	Last Login	Actions
Jason Platt	Administrator	31/08/2021 14:42:57	🖺 📧 📄 👤 🔑 🔓

- Click on the third icon from the left and the window that appears will show the current defaults. Update the required codes and click on '**Save**'.

Default Charge Codes - Personal

Cost Centre	GL Code
AD14100 ⌄	12345 ⌄

Reset   Save

Please contact us if you would 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/

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: **lloydsbank.com/business/complaint**

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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