Commercial Card Data Management (CCDM)

Guide for Cardholders

LLOYDS

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Commercial Card Data Management (CCDM)

Overview

The Commercial Card Data Management system enables your organisation to manage the spend which takes place on their Commercial Card programme and has been built in accordance with your organisation's requirements.

Your responsibility as a cardholder is to code your transactions in a timely manner and where required, attach a receipt in relation to the spend.

The system can be accessed via a web browser or via an App. These instructions relate to the web browser version and the address is:

identity.lloydsbank-datamanagement.com

When you undertake spend on your card, the transactions will be available for coding normally within 48 hours of the purchase taking place and you will be notified by email on a weekly basis when you have transactions to code.

Coding of Transactions

Accessing Transactions

- On your 'Home Screen' there is a link in the top left corner detailing the number of transactions which require attention. Click on the link or the number to display your transactions.
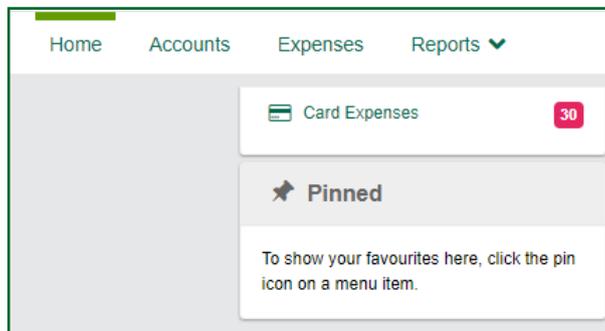
- Transactions will be listed as outlined below – click on any part of the transaction to open the coding screen

Completing the Finance Code and Tax Code Section

- The coding screen has been built in accordance with your organisation's requirements.
  - You are required to complete all relevant fields. The system will guide you by highlighting fields in red. The system will not allow you to continue until all fields have been completed.

  - Some fields may be completed already if defaults have been applied – you will only need to amend these fields if the default does not apply.
  - The coding fields, in our example 'Cost Centre', 'GL Code' and 'Job Number' could be a dropdown box where you select the relevant code from a list, or a text box where you key in the value.
  - If a code is a dropdown box, click on the '+' sign and a search window appears allowing you to search for the required code by its value or description.
- If you use certain codes on a regular basis, you can save them as a favourite by locating the code and clicking on '**Favourite**'. You can save up to 10 favourites per drop downbox. Favourites will be listed first when you click on '+'

- You may be required to select the relevant tax code from a dropdown list.

Splitting a Transaction

If a transaction needs to be split, for example across two cost centres, click on the '**Split**' icon.

A window appears which allows you to detail how you require the transaction to be split.

The transaction will then be split as requested. The coding screen will be repeated the required number of times enabling you to apply different codes to each part.
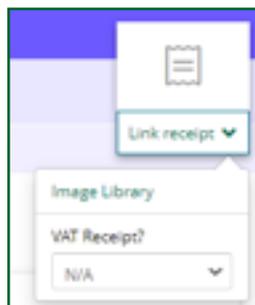
Description Field

If you need to provide more information about the transaction, enter details in the field at the bottom of the screen.


Attaching a Receipt to a Transaction

- If you are required to attach a receipt to a transaction, click on '**Link receipt**' and then '**Image Library**'.


- There are two ways of attaching a receipt to a transaction:

1 **Receipt stored in a folder on your computer**
   - Accessing an image from your 'My Documents' folder on your computer. Click on '**Upload**' and search your folders to locate the image.
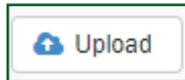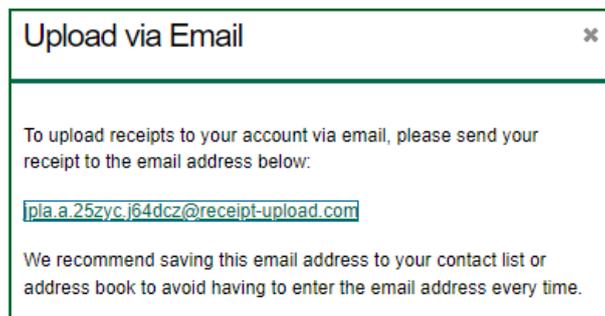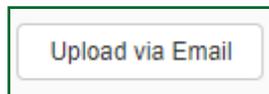
- Click on '**Open**' and wait until the confirmation window appears.

Success ×

The following file(s) were successfully uploaded:

171116TrainFare.jpg
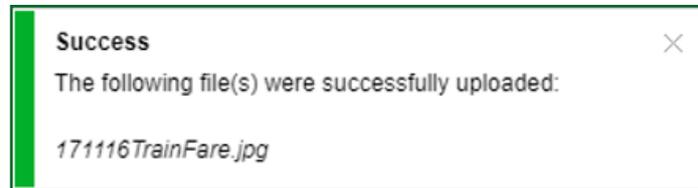
2 Using the Image Library Unique Email Address
- Every profile is allocated a Unique Email Address. To locate yours when in the '**Image Library**' click on '**Upload via Email**' and your unique email address will be displayed.

Upload via Email ✖

To upload receipts to your account via email, please send your receipt to the email address below:

jpla.a.25zyc.j64dcz@receipt-upload.com

We recommend saving this email address to your contact list or address book to avoid having to enter the email address every time.

- Email the image to your unique email address. You can attach more than one image to an email. **Note:** before emailing remove any email signatures which contain images e.g. company logo as these may also be uploaded to the image library.

- When you click on '**Image Library**' you will see the images which have not yet been linked to a transaction. Click on the relevant image and click on '**Link**'.

171116TrainFare.jpg ×

🔗 Link   ❌ Delete

171123CarParking.jpg
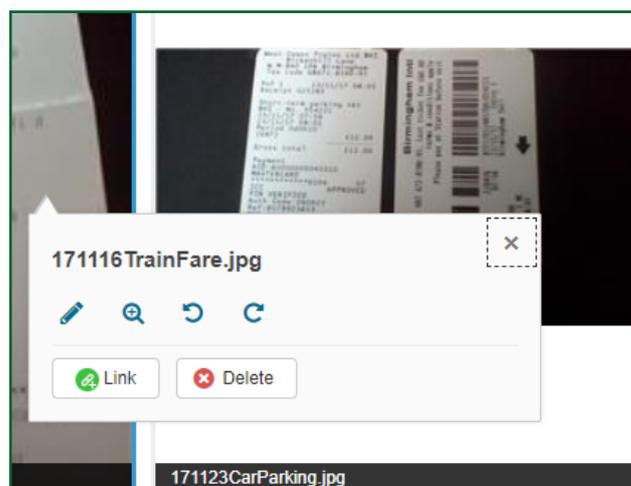
- If you need to attach more than one receipt to a transaction, attach the first image as per instructions above. Once the first transaction has been linked, click on '**Image Library**' in the top right corner and this will take you back to the receipts which have not been linked to a transaction.

Optical Character Recognition

When you email images to the image library, the system checks the receipt against the transactions and if it finds a match, it will automatically attach the receipt. This means there may be occasions when you open a transaction to code and the receipt may already be linked.

Sending the Transaction to the Approver

When you have completed all required fields and linked a receipt, click on '**Complete**' to make the transaction available to the approver.
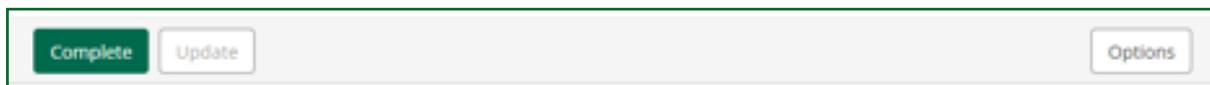
There is no need for you to advise the approver as they will receive an email to advise they have transactions to approve.

Action to take if approver returns a transaction for amendment

From time to time an approver may return a transaction for amendment e.g. asking you to amend cost centre code, if you have linked the wrong receipt or just requires more information.

If this occurs, you will receive an email notification.

- Access your transactions as detailed above. The transaction queried will have a yellow speech bubble beside it which when hovered over will display a message of 'information required'

- Click on the transaction to open the coding screen and scroll down to the bottom to see the message the approver has entered.

- When you have undertaken the required action, ensure you enter a message in the box highlighted in red and click on '**Complete**'. **Note:** Failure to enter a message will mean the transaction will remain in your queue.

- An email is automatically sent to the approver to advise you have updated the transaction and the approver can now access to approve.

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
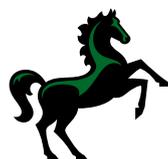
Our service promise

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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