FREQUENTLY ASKED QUESTIONS FOR SUPPLIERS

Client Manager Portal

Supplier Finance

LLOYDS BANK

1. **How does the new platform compare with the existing platform?**

   Client Manager Portal provides the same capabilities as the existing platform for managing the Supplier Finance solution.

2. **Will the new platform offer the same payment options and will cut-off times change?**

   Client Manager Portal supports BACS, CHAPS and Currency payments as now. Supported currencies are Sterling, Euros and US Dollars. Cut-off times for requesting payments are unchanged.

3. **Will the introduction of the new platform affect the service agreement or tariffs currently in place?**

   No, your tariff will not change. As users will access the new platform using a new URL, there will be an amendment to the definition of URL within the 'definitions' section of the Service Agreement.

4. **Will you provide any training for the new platform?**

   Yes. Demonstrations of how to use Client Manager Portal and a User Guide will be available to you prior to your move.

5. **What actions will users need to take to prepare for the new platform?**

   We will be contacting you to confirm which users require new passwords for Client Manager Portal.

6. **Will this affect my existing Straight Through Payment (STP) arrangement?**

   No, your existing STP arrangement will remain the same.

   Note – if you are not set up for Straight Through Payment and would like to take advantage of this feature please contact your Supplier Onboarding team.

7. **Will I still receive notifications via email?**

   Yes, the new system will send notifications via email.

8. **Will the existing Supplier Finance platform continue to be available after my move?**

   Yes, the existing portal will continue to be available for a few months to enable you to drawdown against invoices uploaded before your move.

9. **How will I access Client Manager Portal?**

   You will be sent a link to a landing page. From there it's one click to access the Client Manager Portal Screen.

10. **What do I use to log on to Client manager Portal?**

    If you have used APAR you can use your APAR username and a temporary password, which we will send you. The first time you log on you'll need to change the temporary password. If you are new to Supplier Finance, we will send you your username and temporary password. You will have to change your temporary password when you first log on.

11. **What are the user permission levels?**

    When the request for access was made, your user administrator assigned you a permission level. A permission level controls the level of access that you have in Client Manager Portal. If you have opted for two stage approval of invoice uploads the permissions are Enquirer, Processor and Supervisor. If you have not selected two stage approval, the permissions available are Enquirer and Full access.

12. **What browser do I need to access Client Manager Portal?**

    Client Manager Portal requires you to have, as a minimum, one of the following browsers:

    - Internet Explorer 11 or higher
    - Mozilla Firefox 47 or higher
    - Google Chrome 55 or higher

    If you have older versions you may not be able to access Client Manager Portal. Your IT department should be able to help you check and update your computer if required. Please check that you have a suitable browser before your move to Client Manager Portal.

13. **I have questions to ask about how I use Client Manager Portal – who should I ask?**

    If there is anything you want to know about Client Manager Portal, please email us at **supplierfinancechanges@lloydsbankcf.co.uk**

Please contact us if you'd like this information in an alternative format such as Braille, large print or audio.

If you have hearing or speech impairment you can contact us using Text Relay (previously Typetalk).

Important information

Lloyds Bank plc. Registered Office: 25 Gresham Street, London EC2V 7HN. Registered in England and Wales No. 2065. Telephone: 020 7626 1500. Authorised by the Prudential Regulation Authority and regulated by the Financial Conduct Authority and the Prudential Regulation Authority under Registration number 119278.

Eligible deposits with us are protected by the Financial Services Compensation Scheme (FSCS). We are covered by the Financial Ombudsman Service (FOS). Please note that due to FSCS and FOS eligibility criteria not all business customers will be covered.

LLOYDS BANK