COMMERCIAL BANKING

LLOYDS OPEN ACCOUNT:
SUPPLIER ONBOARDING QUICK GUIDE

This document will support you with onboarding onto the Lloyds Open Account platform and includes the notifications you will receive during your onboarding journey

The following is based on a Limited Company. If you are a different type of business, there will be some differences in the documents you need to check and upload

If you do not receive the Notifications during your onboarding journey, check your e-mail spam folder to make sure they have not been sent there. If they have, you will need to accept them as coming from a genuine source.

If you need any direct support during your onboarding journey, please contact our Supplier Finance Helpdesk via Email: **SFHelpdesk@lloydsbanking.com** or phone: **0345 603 1032**. Note that our helpdesk hours are 8:30am to 4:30pm Monday to Friday, excluding Bank Holidays.

Starting Your Onboarding Journey

You will receive an e-mail with your login name and a link to the Lloyds Open Account platform. You will also receive a separate e-mail with your temporary password.

What do I need to do?

1 Click on the link in the e-mail and enter your login and temporary password into the sign-on screen. You will then be prompted to change your password. Note that this must meet the following security rules:

- Be between 8 and 50 characters in length
- Include at least one upper case letter, one lower case letter, one number, and one special character

Then login using your new password.

2 Read and accept the **Terms and Conditions** and then click through the **Marketing Journey**. Note that this includes a calculator to review the financial benefits of using the Buyer Programme.

Once you have completed the Marketing Journey you should be taken to the Onboarding Registration screen. If for any reason you are not, click on **Registration** in the left-hand menu.

3 Click on **Details** and complete the following steps:

- Delete the information that is in the **Tax ID** field and replace it with your **VAT number.**
- If the **company name** or **address** are incorrect, amend them.
- If the **Company Registration** number is missing or incorrect, add/amend as required.

Note that this screen includes your **bank account details**. You **do not** need to action this yet, as you will be prompted to enter this information at Step 8 once your **Registration** is complete.

4 You now need to complete the **Due Diligence** information. Click **Bank Statement** and then **File Upload** to upload a copy of a **Bank Statement** for the business account you will be using for the Programme. This must be no more than three months old and in an appropriate format, e.g. PDF, PNG etc.

For Limited Companies only:

5 Click **Board Resolution** and download the template. You must then copy the template text onto your company headed paper. Complete the document with the required information and signatories. Then return to this screen and in an appropriate format, e.g. PDF, PNG etc. Then click **Continue**.

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6 You now need to complete the **Legals.** Click **Supplier Facility Agreement** and download the document. Check and sign the document. Then return to this screen and upload in an appropriate format, e.g. PDF, PNG etc. Then click **Continue**.

7 This takes you to the **Summary** screen which confirms the information you have entered during Registration. Check the details are correct and then scroll down and click **Submit**.

You will receive a **Registration Complete Notification** to confirm that you have completed the Registration to join your Buyer's Supplier Finance Programme.

This includes asking you to add your **Bank Details** to the platform.

You will also receive a link to a new landing page now that your registration is complete. Save this link in your favourites.

8 Log into the platform and add your Bank Details by clicking **Bank Accounts** in the left-hand menu under **Administration.**

Then click **Add Bank Account** in the top right corner.

Enter your full Bank Account details and then click **Submit**.

If you are using other currencies for the Programme, repeat the above for each currency.

We will now check the information and documents you have provided.

If we have any queries, we will get in touch with you via an **Application Returned Notification** and you will need to go into the platform and action the request, for example for more information.

Once we have approved your Bank Account details, you will receive a **Bank Details Approved Notification**.

When we have completed our checks and everything has been approved, you will receive an **Application Approved Notification** to confirm that you have been accepted onto your Programme and next steps.

You will receive an **Effective (go live) Date Notification.**

Congratulations!

You have now completed the onboarding process and will be able to request payment of your Invoices from the next working day.

You will be sent a **Trade Flag Notification** to confirm you can start trading.

9 If you to want to set up **additional users**, log into the platform and there is a useful help guide that can be found at the bottom of the menu on the left-hand side of the screen.

Note that the link you received in the introduction e-mail will always take you through the marketing journey. To go straight to your Supplier Dashboard once your registration is complete, use the following link to the Open Account landing page. You should save this in your favourites:

Lloyds Open Account (lloydsbank.com)