Commercial Card Internet Servicing

Registration and Sign in User Guide for Programme Administrators

LLOYDS BANK

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Commercial Card Internet Servicing (CCIS) is our online card management service that provides you with an easy way to manage your Corporate Card Programme, giving you control of your finances 24 hours a day, 365 days a year.

This guide shows you how to register. It also takes you through the steps to sign in.

Before you start

You can register your programme as soon as you receive a welcome email from us containing your company name, ID and credit limit. You'll also need the device you use to verify your identity during sign in - your mobile, landline or security token.

If you don't have this email to hand, please call Corporate Card Services on **0345 030 6270** (or **+44 1908 544 059** from outside the UK).

Things to know

- When creating your CCIS Internet ID, Passcode and Memorable Word, use details that you'll remember – we won't send you confirmation.
- For your security, we'll time you out if there's no activity for 9 minutes. This means you'd need to start registration again. So give yourself enough time to complete this in one sitting – it shouldn't take more than a few minutes.

Password

Phone Number

Company Name
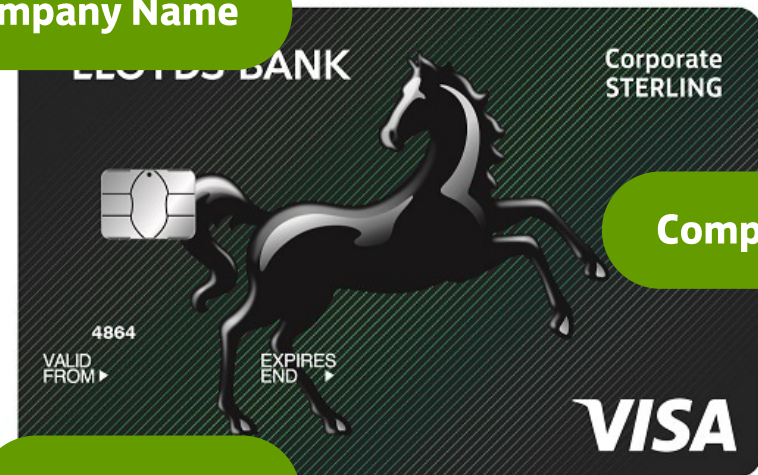
Company ID

Credit Limit

Date of birth DD/MM/YYYY

3

Welcome to Lloyds Bank Commercial Card Internet Servicing

Whether you want to make or receive card payments or find an effective way to reduce costs and cut down on time-intensive paperwork, we are able to help you. Our Corporate Cards can give you greater control over business expenses, save time and money on administration and increase convenience for your cardholders. Our card programmes give you crucial information on what has been spent, where and by whom. This, in turn, gives you the data you need to control costs, manage risk and negotiate effectively with suppliers.

Manage your Corporate Card online.

Sign In   **Register**

Register now to manage your Corporate Card online.
> View your balance
> View statements
> View outstanding authorisations

Your Programme

Manage your programme online.

Sign In   **Register**

Register now to manage your programme online.
> Manage your card programme
> View card spend

Register a Programme Administrator

Please sign in to manage your programme online. If you haven't already done so register for Internet Servicing to view your programme and cardholders under that programme, amend cardholder authorisation parameters and onboard new cardholders online.

If you already have an existing User ID then you can add another Programme using the 'Add Another Programme' link after Sign in.

Step 1 of 3

Register your programme

* Information required

Please complete the following. All fields are required.

Company Name*
Enter exactly as found on your statement or on the subject of your welcome email.

Company ID*
7 digit number. Can be found on the subject line of your welcome email or Contact Us

Register your programme

1. Go to:

https://www.commercialcards.co.uk/lloydsbank/

2. Click **Register** in the 'Your Programme' section

3. Follow the on-screen instructions to register your programme by entering your:

- Company Name

This is the company name as it appears on your welcome email OR statement. Your Commercial Cards CDM/RM can also confirm this for you. **Input is case sensitive**

- Company ID

This is the 7 digit Company ID as it appears on your welcome email OR statement. Your Commercial Cards CDM/RM can also confirm this for you. **Input is numbers only with no spaces**

Register a Programme Administrator

Please sign in to manage your programme online. If you haven't already done so register for Internet Servicing to view your programme and cardholders under that programme, amend cardholder authorisation parameters and onboard new cardholders online.

If you already have an existing User ID then you can add another Programme using the 'Add Another Programme' link after Sign in.

Step 1 of 3

Register your programme

* Information required

Please complete the following. All fields are required.

Company Name*
Enter exactly as found on your statement or on the subject of your welcome email.

Company ID*
7 digit number. Can be found on the subject line of your welcome email or Contact Us

Date of Birth*
For example 30/01/1974

| DD | MM | YYYY |

Phone Number*
Enter the full phone number. No spaces or dashes, numbers only.

Credit Limit*
This is your programme's current credit limit. It can be found on your statement or Contact Us. Please enter it without currency sign.

Password*
Created when you completed your application. This may be your mother's maiden name

Cancel   Next >

Register your programme

- Date of birth

This is your date of birth as recorded on the business application form in the Programme Administrator section. **Input is in DD/MM/YYYY format**

- Phone number

This is your phone number as recorded on the business application form in the Programme Administrator section. **Input is numbers only with no spaces, dots, commas or dashes**

- (Company) Credit limit

Your Commercial Cards CDM/RM can confirm this for you. **Input is numbers only, with no spaces, dots, commas or currency signs**

- Password

This is your password as recorded on the business application form in the Programme Administrator section. **Please input any letters in UPPER CASE only**

Create your unique CCIS sign-in details

4. Click the link to read our Terms and Conditions. Tick the box to confirm you accept them, then click **Next**.

For security reasons, the service will timeout after 9 minutes of inactivity Please make sure you complete and review the agreement within time to avoid restarting the registration process again.

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Register a Programme Administrator

Now you need to set up your Internet ID, a passcode for your online programme and a memorable word. You will not receive any emails confirming your login details so make a note of these.

Choosing your Internet ID
> This will be the ID you use to log on
> Between **6 and 13 numbers and letters** long
> **Don't** use spaces
> Avoid anything too simple such as 'abc123', which may be easy for others to guess.

Choosing your Passcode
> This will be your passcode for log on
> **5 numbers long**
> Use at least **4 different** numbers
> **Don't** put three or more consecutive numbers in ascending or descending order.

Choosing your Memorable Word
Choose a word that is personal to you and that you are likely to remember easily.
> Your memorable word must contain at least **1 number, 1 alphabetic character and 1 special character**.
> It must be between **8 and 16 characters long.**
> It must have at least **4 different characters** with no more than 2 consecutive identical characters.

Your Memorable Word hint should be a reminder of the word in case you forget it.

Step 3 of 3

Setup Login Details

* Information required

Please complete the following. All fields are required.

Internet ID*
This will be your user ID every time you log in.

[   ]

Passcode*
5 digit numeric code.

[●●●●●]

Confirm Passcode*

[●●●●●]

Email Address*

[P.PARKER@LLOYDSBANKING.COM]

Confirm Email Address*

Create your unique CCIS sign-in details

5. Follow the guidance notes and on-screen instructions to create your:

- Internet ID

This must be between **6 and 13 characters long** and **must contain letters and numbers but no spaces or special characters. It is case sensitive (for future use)**

- Passcode

This must be **5 digits in length** and **must be made up of numbers only with no spaces**. It must include **at least 4 different numbers that do not consecutively ascend or descend**

- Email address

This is your email address as recorded on the business application form in the Programme Administrator section. **Please input any letters in UPPER CASE only**

Create your unique CCIS sign-in details

- Memorable word

This sequence of letters, numbers and special characters **must be between 8 & 16 characters long, containing at least 4 different characters including at least 1 letter, 1 number and 1 special character**

Please DO NOT use any currency signs (£/$/€) and ensure your memorable word contains no more than 2 identical characters in sequence.

It is case sensitive (for future use)

6. Click **Complete Registration** once you're done.

You're nearly there. You now need to sign in to CCIS to complete your registration.

Sign in for the first time

7. To sign in to CCIS, enter your new Internet ID and date of birth. Then click **Next**.

8. Now enter your new Memorable Word and two randomly selected digits from your Passcode. Then click **Sign in**.

You have three attempts to enter your sign-in details correctly. After that your account will be locked. If that happens, please contact the Customer Service team for help.

Tel: **0800 096 4496** (or **+44 1908 544 059** from outside the UK).
Opening hours are Monday to Friday, 8:00 am to 8:00 pm, and
Saturdays 9:00 am to 4:30 pm.

Sign in for the first time

9. As you are signing into CCIS for the first time, there is a final 'once-only' stage which you need to input the various pieces of information which you used before you are able to access the application. These are:

- Company ID

- Date of birth

- (Company) Credit Limit

- Password

10. Click **Next** to see a summary of your programme details.

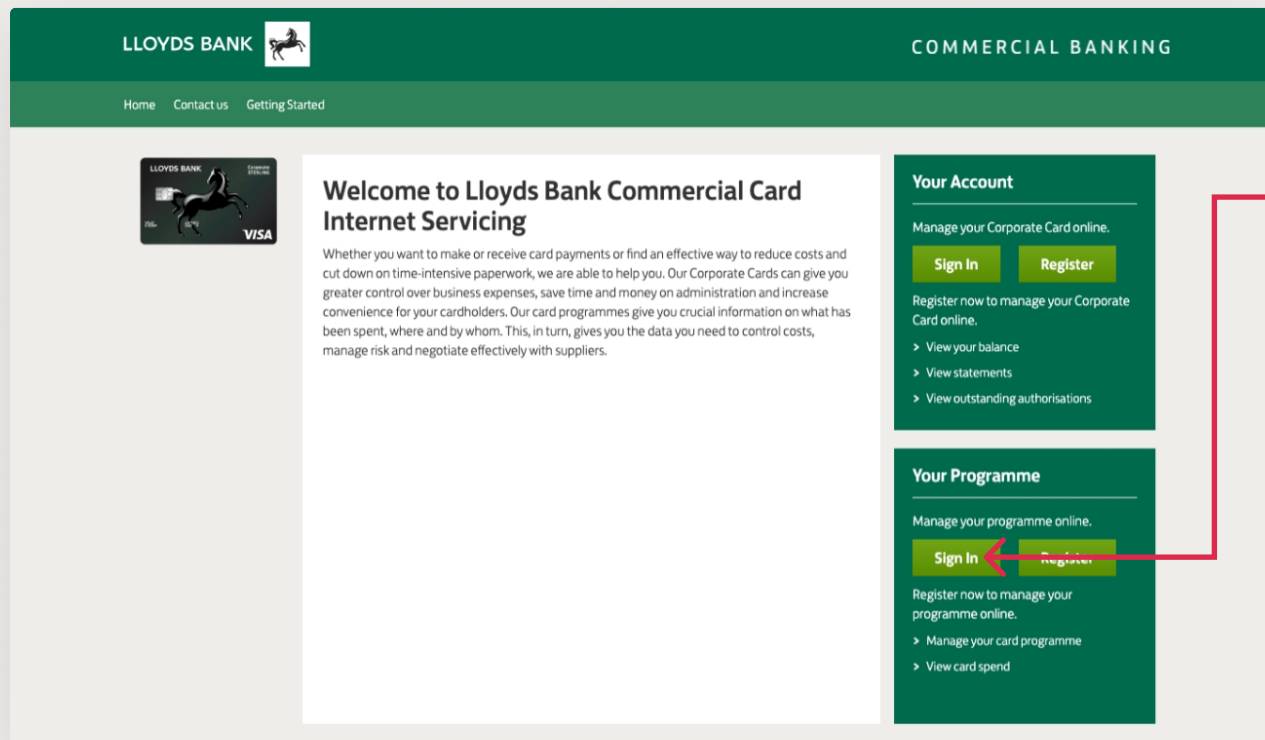*And that's it.* You're now ready to use CCIS.

Signing in to CCIS

You'll need:

- your Internet ID
- your date of birth
- letters from your memorable word
- your passcode

Your Internet ID

Date of birth DD/MM/YYYY

Memorable word

Passcode

Signing in to your programme once you've registered

1. Go to:

https://www.commercialcards.co.uk/lloydsbank/

2. In the 'Your programme' section, click **Sign in**.

3. Follow the on-screen instructions to register your card by entering your:

- Internet ID

Remember that input is case sensitive.

- Date of birth

This is your date of birth as recorded on the business application form in the Programme Administrator section. **Input is in DD/MM/YYYY format**

Signing in to your programme once you've registered

- Memorable word

Remember input is case sensitive.

- 2 random characters from your passcode

These are the specified characters from your passcode.

5. Then click **Sign in.**

6. Select a mobile number to receive a text message on.

7. Enter the passcode you received from the text message. Then click **Sign in.**

And that's it. You're now ready to use CCIS.

Need to add more programmes?

1. Select '**View Programmes**' on the left of the screen and click **Add another programme.**

2. Then enter the details for that programme and click **Next**. You can add up to 20 programmes in this view.

3. This programme will now show in your list of programmes.

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/