

Client Access

Santander Invoice Finance

Your guide to getting started

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Welcome

Welcome to Client Access

At Santander, we understand the challenges that corporate and commercial businesses face – it takes commitment, belief, determination, and hard work to make a company succeed; that's why we're always looking for ways to help.

Client Access is our new secure and integrated online service that provides you with access to your registered invoice finance accounts, giving you control and transparency over your business's cash flow and finances.

The service has been developed using the latest technologies, so that you can rest assured that access to your banking information is safe and secure.

Managing your Invoice Finance facility

These pages provide you with useful information to help you make the most of your facility with us. This guide is intended to act as an overview and provide a 'quick start' on how to use the key features of Client Access. It doesn't cover every function offered, and some options may not be applicable depending on the type of facility you have with us. If at any time you need further help, then please contact your client manager who will be happy to assist.

Understanding your Agreement number

In Client Access, your Invoice Finance facility is known as an **Agreement**.

You'll have a separate Agreement for each facility and currency you hold with us.

Each Agreement has a unique reference ID, consisting of:

- **A seven-digit number**, known as your Client Number. This identifies your business and is the same for each Agreement you have. For example, 0000043.
- **A three-digit code**, for each Agreement you have. For example, 001, 002 and so on.
- **A three-character code**, for the currency of the Agreement. For example, GBP.

The Agreement reference number will show in Client Access and on your statements as follows:

0000043/001/GBP

Multiple Agreements

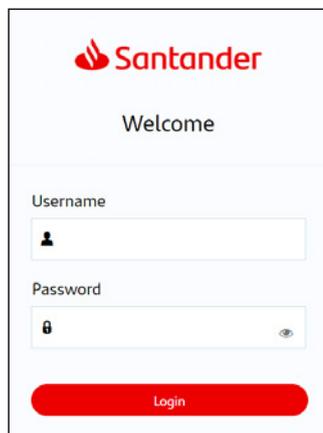
Where you have more than one Agreement with us, or you're part of a group of Clients, an **Aggregation Agreement** will be created with an additional Agreement reference number.

The Aggregation Agreement will enable you to view all the Agreements within your group.

Logging in to Client Access

To start using Client Access you'll need your existing username and password.

To log on, go to santanderif.hpdc.com/

The image shows a login interface for Santander. At the top left is the Santander logo, which consists of a red flame icon followed by the word "Santander" in red. Below the logo, the word "Welcome" is centered in a dark grey font. Underneath, there are two input fields. The first is labeled "Username" and contains a small person icon on the left. The second is labeled "Password" and contains a small lock icon on the left and a small eye icon on the right. At the bottom of the form is a red rounded rectangular button with the word "Login" in white text.

At the Client Access log on screen, enter your username and password and click the Login button.

The first time you log on you'll be prompted to change your password and for security you'll also be prompted to change your password every 30 days. You can find out more about passwords in the Administration section on page 19.

Client Access automatically logs out after 10 minutes of inactivity. Press F5 to return to the log on screen.

Each user should log on using their own username and password. These should never be shared with another user.

Viewing your information

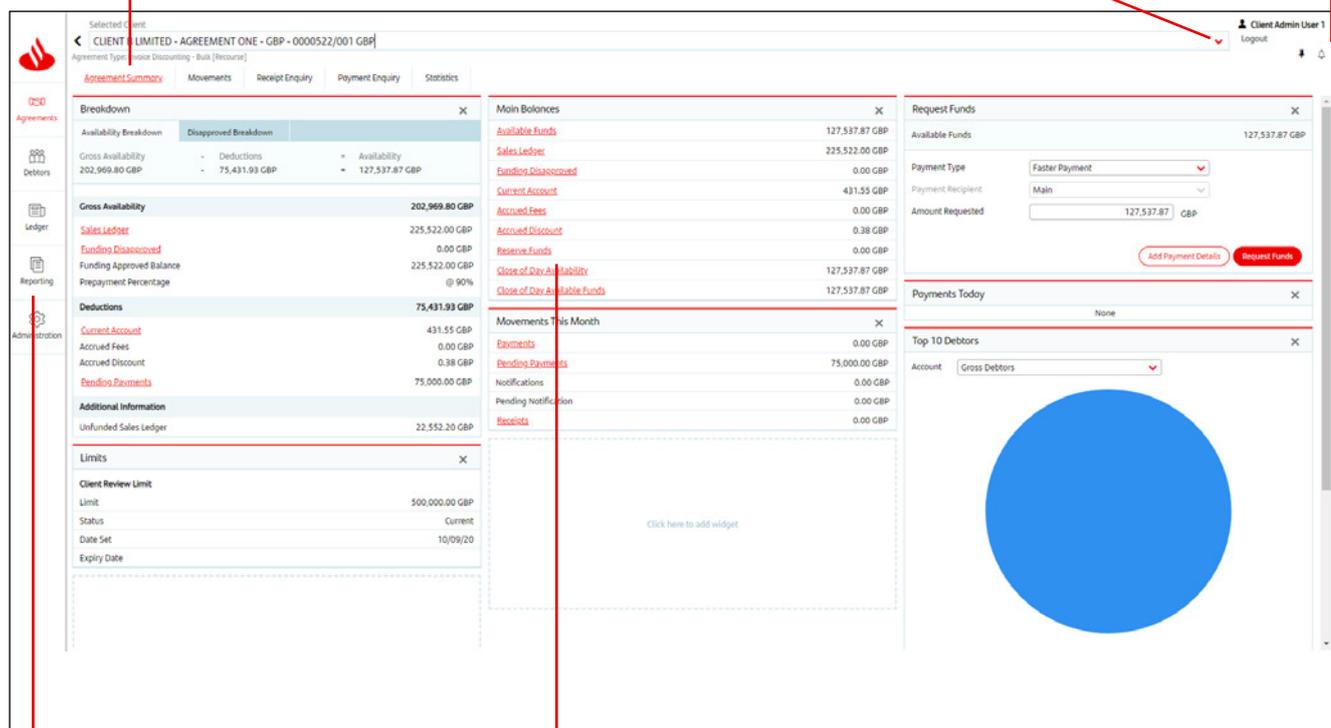
All screens are laid out in a standard format – the left-hand side of the screen contains tabs which show the main functionality and then across the top of each individual screen are additional dropdown tabs which show the detail for each area.

You can also click on the red underlined hyperlinks in the Agreement Summary to see more detailed information on sales ledger and current account movements for that item.

Use the **tabs** along the top to view transactions and management information statistics.

Use the dropdown to view the Agreement Summary for a different Agreement, if you have more than one, or are part of a groups of clients.

Click on the bell to view notifications.



Click on an icon in the left-hand menu to return to your Agreement Summary, download reports, or change your password. The Debtors icon is only relevant for Open Item facilities.

Click on any **underlined** item to view more detail.

Agreements Summary tab

The Agreement Summary is the first screen you will see after logging in.

Information on the Agreement Summary is organised into distinct sections, known as Widgets on the main dashboard.

The options you see may vary depending on the facility you have with us - we've included a brief description of each widget below:

Breakdown

- This shows you a summary of your account, split into Gross Availability, Deductions and Additional Information.
- Any title underlined in red can be clicked on to see further information.
- Retention on Approved Funding is the balance of your sales ledger that we retain after your Prepayment Percentage has been applied.

Limits

- Your Review Limit is shown here. Please note your Review Limit may cap your available funds.

Movements & DSO

- If you're an Open Item Ledger Client this section will show details of your DSO (Debt turn) and other sales ledger statistics.

Main Balances

- Key information for your current position is shown here.

Movements This Month

- Provides a useful summary of how your facility has changed over the last month.
- If you've an inventory/plant & machinery facility movements will also be shown.

Request Funds

- This is where you request a payment from us. You can see the process for doing this on page nine.

Payments Today

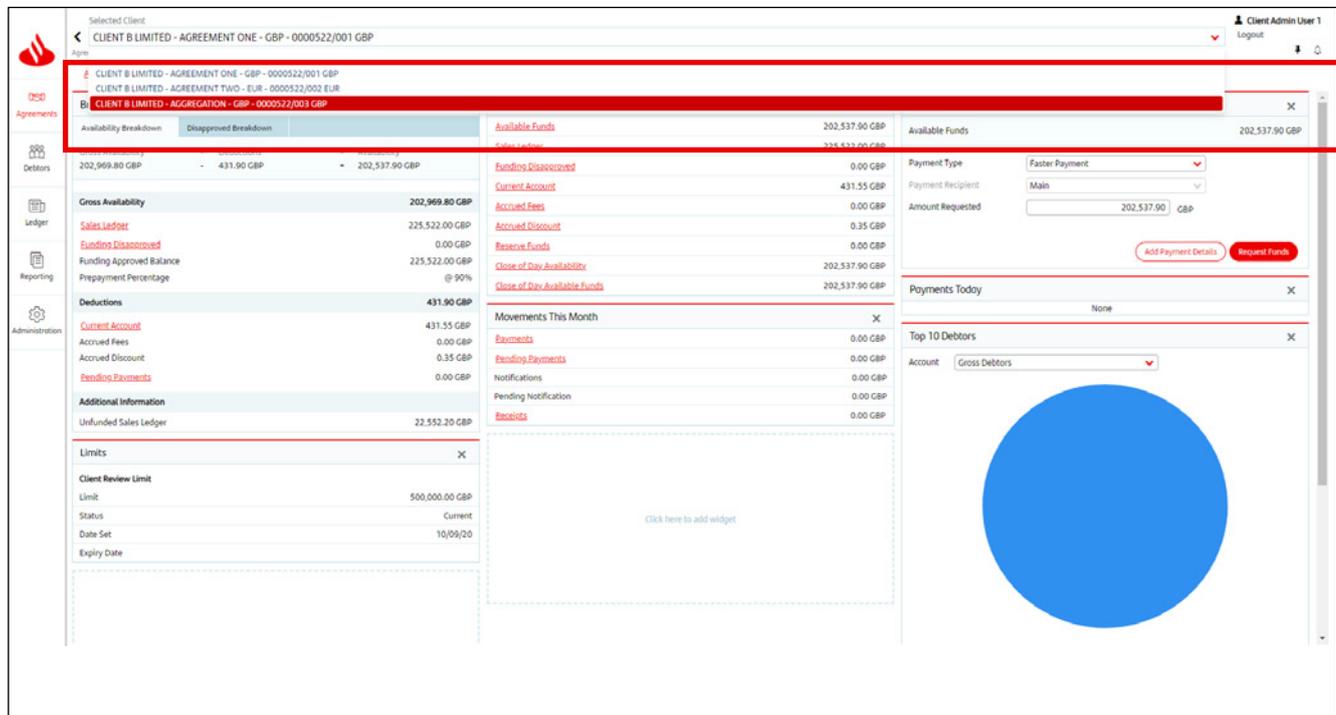
- If you've requested a payment during the day this will show here.

Top 10 Debtors

- If you're an Open items Ledger Client, a graph will display a breakdown of your top debtors or overdue balances.

Multiple Agreements

If you have more than one Agreement with us you can use the drop-down menu at the top of the screen to select which one you want to view. You can also view an aggregated position of all your Agreements.



If you have an Asset Based Lending (ABL) Agreement, the Aggregation Agreement Summary will show your ABL Agreement balance.

Viewing your consolidated totals

To view the consolidated totals, click on the **Aggregation Agreement** at the top of the list.

A list of all the Agreements in the Aggregation Agreement and each Agreement's balances will display.

At the bottom you'll see the consolidated totals of your Agreements.

If you have any **currency Agreements**, you can change the view of the consolidated totals into any currencies you hold, by using the drop-down box at the top.

Notifications

Whenever you complete an action on Client Access, you'll receive a notification in the Agreement Summary. To view these messages click on the Bell icon at the top right of the screen.

From time to time, we'll also send you important messages about your facility – such as a change of Bank of England base rate. You'll find these messages in notifications. Once you've read the message, you can delete it by clicking on the 'X' next to the message.

Breakdown Widget

Breakdown		Disapproved Breakdown	
Gross Availability	-	Deductions	= Availability
202,969.80 GBP	-	431.90 GBP	= 202,537.90 GBP
Gross Availability		202,969.80 GBP	
<u>Sales Ledger</u>		225,522.00 GBP	
<u>Funding Disapproved</u>		0.00 GBP	
Funding Approved Balance		225,522.00 GBP	
Prepayment Percentage		@ 90%	
Deductions		431.90 GBP	
<u>Current Account</u>		431.55 GBP	
Accrued Fees		0.00 GBP	
Accrued Discount		0.35 GBP	
<u>Pending Payments</u>		0.00 GBP	
Additional Information			
Unfunded Sales Ledger		22,552.20 GBP	

The Breakdown widget provides an overview of your sales ledger and current account position.

- Gross Availability - your Sales Ledger balance, less any Disapproved Debt, multiplied by the agreed Prepayment Percentage.
- Deductions - any funds already drawn, known as your Current Account – plus any pending Prepayments, fees, and charges.
- Availability - the Gross Availability less Deductions – this shows the maximum funds that could be available if permitted by your Review Limit.
- Click on any red underlined text to get a more detailed breakdown.

Main Balances Widget

The Main Balances widget allows you to view details of your transactions within requested date ranges.

Main Balances shows you the current balance of your Sales Ledger, Funding Disapproved, Current Account and any accrued fees and discount charges.

To see a breakdown of the ledger transactions, click on any of the underlined categories.

Main Balances	
<u>Available Funds</u>	202,537.90 GBP
<u>Sales Ledger</u>	225,522.00 GBP
<u>Funding Disapproved</u>	0.00 GBP
<u>Current Account</u>	431.55 GBP
<u>Accrued Fees</u>	0.00 GBP
<u>Accrued Discount</u>	0.35 GBP
<u>Reserve Funds</u>	0.00 GBP
<u>Close of Day Availability</u>	202,537.90 GBP
<u>Close of Day Available Funds</u>	202,537.90 GBP

Request Funds Widget

The maximum amount you can request as a payment from us is known as your Available Funds.

Use the Request Funds widget on the Agreement Summary page to request a payment.

Click on the Payment Type dropdown to select how you'd like to receive your payment.

The screenshot shows a 'Request Funds' modal window. At the top, it says 'Request Funds' with a close button (X). Below that, 'Available Funds' is listed as '202,537.90 GBP'. There are three rows of form fields: 'Payment Type' with a dropdown menu set to 'Faster Payment', 'Payment Recipient' with a dropdown menu set to 'Main', and 'Amount Requested' with a text input field containing '202,537.90' and 'GBP' to its right. At the bottom, there are two buttons: 'Add Payment Details' (white with red border) and 'Request Funds' (red with white text).

The Amount Requested will automatically default to the full Available Funds amount. To change to a lower amount, overtype with the amount required.

This screenshot shows the 'Request Funds' modal window after the amount has been changed. 'Available Funds' is now '127,537.90 GBP'. The 'Payment Type' dropdown is still 'Faster Payment', and the 'Payment Recipient' dropdown is still 'Main'. The 'Amount Requested' text input field now contains '75,000.00' with 'GBP' to its right. The 'Request Funds' button is now white with a red border, while 'Add Payment Details' remains white with a red border.

Your Available Funds will be reduced by the Amount Requested plus any applicable payment fee.

Click Request Funds you'll see the button change colour from red to white and the message 'Are you sure?' will appear. To confirm your instruction re-click on this button.

Request Funds ✕

Available Funds 127,537.90 GBP

Payment Type

Payment Recipient

Amount Requested GBP

[Add Payment Details](#) [Request Funds](#)

The Add Payment Details option is not currently available, so please don't provide any details here. We'll continue to send Prepayments to your usual account.

The maximum amount that can be requested by Faster Payment in one payment transaction is £100,000.

There are no restrictions on the number of payments you can request each day.

Sterling payments are processed at **10.30am, 12.30pm and 3.30pm**.

If you request a payment after **3.30pm**, it will be processed on the first payment run **10.30am** the next business day.

All non-Sterling payments are processed at **10.30am and 12.30pm**.

If you request a non-Sterling payment after **12.30pm**, it will be processed on the first payment run **10.30am** the next business day.

In all cases, payments are subject to checks and authorisation.

Movements tab

Use the Account dropdown tab and date ranges to filter the information you see.

Each screen displays in the same way with transaction totals on the left-hand side and individual items on the right-hand side.

- Clicking on the Movements tab at the top of the Agreement Summary will provide detail on sales ledger and current account transactions.
- Some options may vary depending on the facility you have with us.

Account Date

Sales Ledger From

- Sales Ledger
- Funding Disapproved
- Current Account
- Accrued Fees
- Accrued Discount
- Reserve Funds
- Close of Day Availability
- Close of Day Available Funds

Click here to select and view other **movements**, including funding disapproved, current account and accrued fees

Select a Date Range

Selected Client

← CLIENT B LIMITED - AGREEMENT ONE - GBP - 0000522/001 GBP

Agreement Type: Invoice Discounting - Bulk [Recourse]

Agreement Summary
Movements
Receipt Enquiry
Payment Enquiry
Statistics

Account

Funding Disapproved

Date Range

From 01/04/21 To 28/04/21

This Month Last 30 Days YTD

Transaction Type Totals for the Date Range Selected

	Total	Date Entered	Type	No. Txns
Debits		01/04/21		
0 items in total				
Credits	Total			

A summary of transactions will appear here

Daily Individual ledger transactions appear here

Transactions can be downloaded in Excel, pdf or CSV format by clicking the download icon on the right side of the screen. Wherever you see these icons on other screens you can perform the same functions.

Columns can be added or removed from your view by clicking on the tick next to the download icon.

Use download icon to export data

Choose Column by clicking on tick

The screenshot displays a financial ledger for 'CLIENT B LIMITED - AGREEMENT ONE - GBP - 0000522/001 GBP'. The interface includes a sidebar with navigation options like 'Debitors', 'Ledger', 'Reporting', and 'Administration'. The main area shows a table of transactions with columns for 'Debit' and 'Credit'. An 'Export Table Data' dialog box is open, allowing the user to select columns to export. The dialog includes a 'File Name' field, a 'File Format' dropdown set to 'Excel', and a list of columns with checkboxes. The 'Debit' and 'Credit' columns are checked. A 'Download File' button is visible at the bottom of the dialog.

	To	Debit	Credit	
Opening Balance Debit	225,522.00 G	0.00 GBP	0.00 GBP	225,522.00 GBP
		0.00 GBP	225,522.00 GBP	0.00 GBP
		225,522.00 GBP	0.00 GBP	225,522.00 GBP

Debtors Summary Tab

Invoice Discounting Clients

If you're an Invoice Discounting Client, your sales ledger control account will be visible here, giving you the up to date gross debtors balance.

Debtor Reference	Debtor Name	Gross Debtor	Gross Debtor DAC	Overdue Balance DAC	Overdue Balance	Verified Balance	Outstanding Orders DAC	Outstanding Orders	In Legal
0000522/001 GBP-9000000001/001 GBP (CONTROL)	SALES LEDGER CONTROL	<u>225,522.00 GBP</u>	225,522.00 GBP	0.00 GBP	0.00 GBP	0.00 GBP	0.00 GBP	0.00 GBP	

Open Item Ledger Clients

Use the **Debtor Listing** tab to view a breakdown of your individual debtor balances.

Debtor Reference	Debtor Name	Gross Debtor	Gross Debtor DAC	Funding Disapproved DAC	Funding Disapproved	Ineligible Debt (CP) DAC	Ineligible Debt (CP)	Disputed Balance DAC	Disputed Bal
0000173/001 GBP-0000001244/001 GBP (C')	Debtor A Limited - Group	<u>18,100.00 GBP</u>	18,100.00 GBP	0.00 GBP	0.00 GBP	18,100.00 GBP	18,100.00 GBP	0.00 GBP	0.00 GBP
0000173/001 GBP-0000001241/001 GBP (DebtorA) (M)	Debtor A Limited - Location 1	<u>70,235.00 GBP</u>	70,235.00 GBP	0.00 GBP	0.00 GBP	71,235.00 GBP	71,235.00 GBP	0.00 GBP	0.00 GBP
0000173/001 GBP-0000001243/001 GBP (DebtorA2) (M)	Debtor A Limited - Location 2	<u>53,196.00 GBP</u>	53,196.00 GBP	0.00 GBP	0.00 GBP	53,251.00 GBP	53,251.00 GBP	0.00 GBP	0.00 GBP
0000173/001 GBP-0000001242/001 GBP (DebtorB)	Debtor B Limited	<u>51,521.00 GBP</u>	51,521.00 GBP	0.00 GBP	0.00 GBP	0.00 GBP	0.00 GBP	0.00 GBP	0.00 GBP

To view more detail on each debtor, select the debtor from the **Selected Debtor** dropdown at the top of the page or click anywhere on the individual debtor line. You'll then be able to see a variety of information on your debtors.

To clear the view of the individual debtor and return to the overall breakdown use the **Selected Debtor** dropdown at the top of the page and select the blank line.

Click on the red underlined balance under **Gross Debtor** to see information on the Funding Limit or Credit Protected Limit if applicable.

Ledger Summary Tab

The **Ledger Summary** tab shows you more detailed information about the entries that make up your sales ledger.

Debtor Account	Debtor Reference	Debtor Name	Document Number	Document Type	Doc. Date	Due Date	Amount	Balance	Collection Status	Pending Action
0000001242/001 GBP	DebtorB	Debtor B Limited	1237	Invoice	06/06/18	29/08/18	1,521.00 GBP	1,521.00 GBP		Pending Action
0000001242/001 GBP	DebtorB	Debtor B Limited	DB001	Invoice (take-on)	10/05/18	30/07/18	10,000.00 GBP	10,000.00 GBP		
0000001242/001 GBP	DebtorB	Debtor B Limited	DB002	Invoice (take-on)	10/05/18	30/07/18	30,000.00 GBP	30,000.00 GBP		
0000001242/001 GBP	DebtorB	Debtor B Limited	DB003	Invoice (take-on)	10/05/18	30/07/18	5,000.00 GBP	5,000.00 GBP		
0000001242/001 GBP	DebtorB	Debtor B Limited	DB004	Invoice (take-on)	10/05/18	30/07/18	5,000.00 GBP	5,000.00 GBP		
0000001243/001 GBP	DebtorA2	Debtor A Limited - Location 2	364	Credit Note	06/06/18		-55.00 GBP	-55.00 GBP		
0000001243/001 GBP	DebtorA2	Debtor A Limited - Location 2	1236	Invoice	02/06/18	29/08/18	3,251.00 GBP	3,251.00 GBP		
0000001243/001 GBP	DebtorA2	Debtor A Limited - Location 2	D4L2001	Invoice	10/05/18	30/07/18	5,000.00 GBP	5,000.00 GBP		
0000001243/001 GBP	DebtorA2	Debtor A Limited - Location 2	D4L2002	Invoice	10/05/18	30/07/18	10,000.00 GBP	10,000.00 GBP		
0000001243/001 GBP	DebtorA2	Debtor A Limited - Location 2	D4L2003	Invoice	10/05/18	30/07/18	15,000.00 GBP	15,000.00 GBP		
0000001243/001 GBP	DebtorA2	Debtor A Limited - Location 2	D4L2004	Invoice	10/05/18	30/07/18	7,000.00 GBP	7,000.00 GBP		
26 Items in total										

For Open Item Ledger facilities, you can drill down into individual debtors by using the **Selected Debtor** dropdown at the top of the screen or by clicking on individual debtor lines. In addition, you can search for specific information by accessing the **Ledger Analysis** tab and then clicking on the **Ledger Analysis Tools** dropdown.

Debtor Name	Document Number	Document Type	Doc. Date	Due Date	Amount	Balance	Funding Status	Credit Status	Collection Status	Last Reminder Date	Pending
0 Items in total											
							Total: 0.00 GBP				

Notifying Debts - Schedule Entry Tab

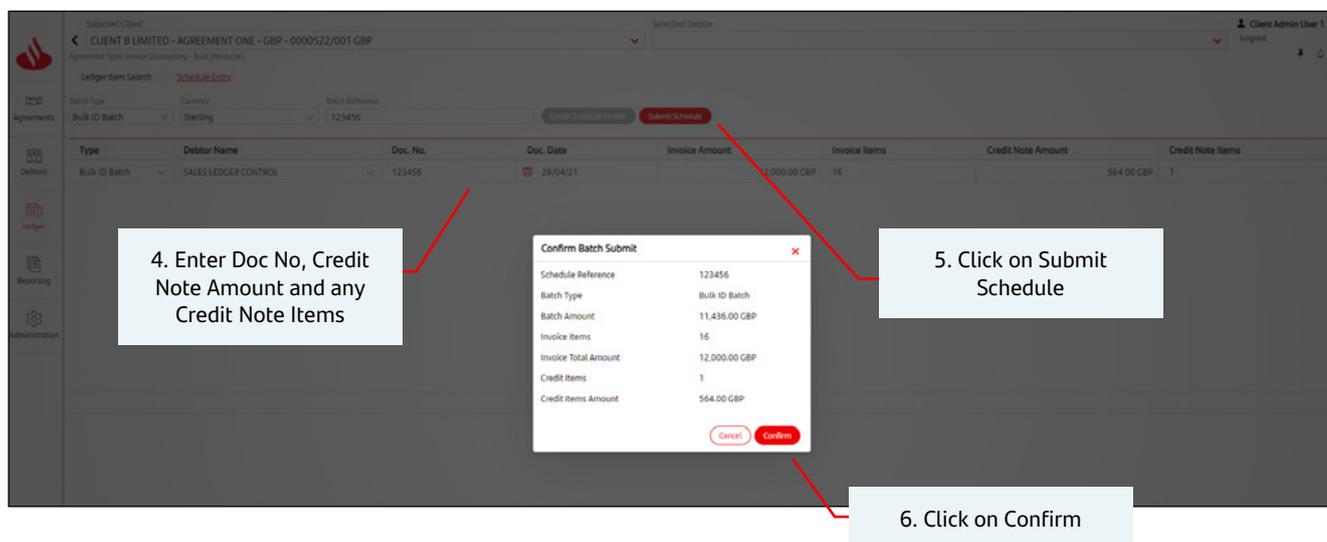
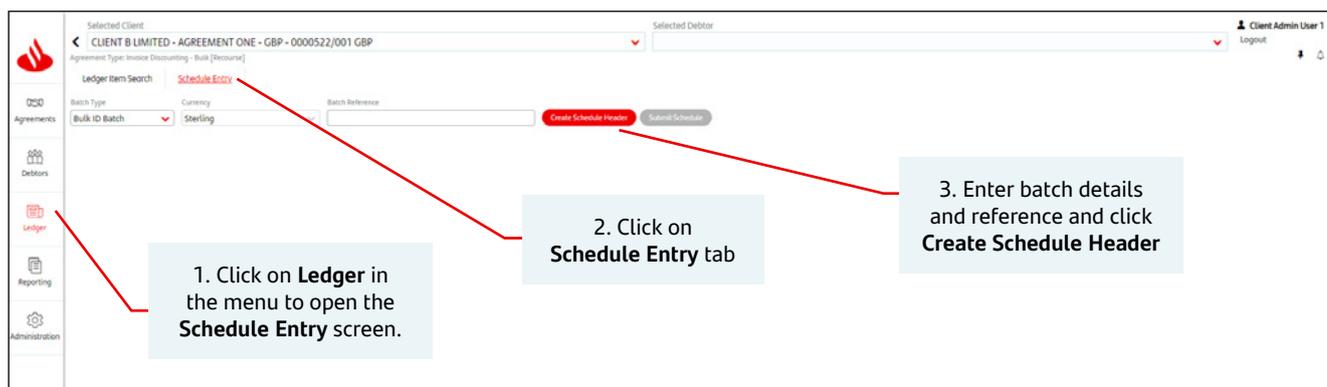
To notify us of new sales ledger entries, you'll need to follow the appropriate process for your type of facility. We've explained the different processes on the next few pages.

Notifying Debts for Invoice Discounting Clients

Before starting please check which Agreement you're loading your schedule to and make sure you're uploading information in the correct currency (if applicable).

To tell us about changes to your Sales ledger, click on the **Ledger** tab on the left-hand side of the screen and then **Schedule Entry**.

1. Click on **Ledger** in the left-hand menu to display the Schedule Entry screen.
2. Click on the Schedule Entry tab.
3. In the Batch Reference field enter a unique reference for your Schedule Entry (this reference must not be reused when submitting on any of your other Agreements) Click on **Create a Schedule Header**.
4. Click on the Debtor Name field, which will pre-populate to Sales Ledger Control.
5. Repeat your Batch Reference as your unique Doc No, enter the total value of the invoices being notified, the number of invoices making up your notification, the total value of any credit notes in the Credit Note Amount field, and the number of any Credit Note Items. Leave the Extra Fields box blank.
6. Click the red **Submit Schedule** button.
7. A pop-up will appear which summarises your batch submission. Once you've checked for accuracy, click on the red **confirm** button to submit your invoice/credit note batch to us.
8. When your notification has been successfully transmitted to us you'll receive a confirmation message in the top right of the screen and also in the Bell notification icon.



Notifying Debts for Open Item Ledger Clients

Before starting please check which Agreement you are loading your schedule to and ensure that if you are uploading information in the correct currency (if applicable). To tell us about changes to your open item sales ledger click on the **Ledger** tab on the left-hand side of the screen and then **Schedule Entry**.

1. Click on **Ledger** in the left-hand menu and then on the **Schedule Entry** Tab below the Agreement.
2. Click on **Create a Schedule Header**.
3. Click on **Batch Type** drop down to choose Invoice, Credit Notes or Invoice & Credit Note Batch. Your choice will depend on whether you want to enter just invoices, just credit notes or both types of transactions. If you select just invoices you will not be able to enter different types of transactions as part of the submission.
4. Enter a **batch reference**, which must be unique (this reference must not be reused when submitting on any of your other Agreements).
5. Click on **Create Schedule Header**.
6. To add an invoice, in the **Type** dropdown select 'Invoice'. Select the appropriate **Debtor Name** from the dropdown box, Complete the **Doc No** (which should be your invoice number), do not add the **Due Date** of the invoice this will be populated from your default terms, add in the **date of the invoice** in the **Doc Date** field, and the amount of the invoice in the **Doc Amount** field. Click the red + to add another transaction.
7. To add a Credit Note, in the Type dropdown select 'Credit Note'. Select the appropriate **Debtor Name** from the dropdown box, Complete the **Doc No** (which should be your credit note number), the amount of the credit note in the **Doc Amount** field. You will also need to enter the original invoice number the credit note relates to, in the **Invoice Number** field. Click the red + to add another transaction.
8. Repeat for all your open items.
9. When you've entered your last transaction click the red submit button.
10. Once you've checked for accuracy click on the red confirm button to submit your invoice or credit note batch to us.
11. When your notification has been successfully transmitted to us you'll receive a confirmation message in the top right of the screen and also in the Bell notification icon

The image consists of two screenshots from a software application, illustrating the steps for creating and submitting a schedule header.

Top Screenshot: Creating a Schedule Header

- Step 1:** The user navigates to the **Ledger** tab in the left-hand menu and then to the **Schedule Entry** sub-tab.
- Step 2:** The user clicks on **Create Schedule Header**.
- Step 3:** The user chooses the **Batch Type** (e.g., Invoice) and enters a **Batch Reference** (e.g., 8917).
- Step 4:** The user enters details for the schedule header, including **Type**, **Debtor Name**, **Doc. No.**, **Order No.**, **Due Date**, **Doc. Date**, **Doc. Amount**, and **Invoice Number**.
- Step 5:** The user clicks on **Create Schedule Header**.
- Step 6, 7 & 8:** The user adds invoice or credit note details to the table below.
- Step 9:** The user clicks the **Submit Schedule** button.

Type	Debtor Name	Doc. No.	Order No.	Due Date	Doc. Date	Doc. Amount	Invoice Number	Actions
Invoice					06/06/18			X

Bottom Screenshot: Confirming Batch Submission

- Step 10:** The user clicks the **Confirm** button in the **Confirm Batch Submit** dialog box.

Type	Debtor Name	Doc. No.	Order No.	Due Date	Doc. Date	Doc. Amount	Invoice Number	Actions
Invoice	Debtor A Limited - Location 2	5444			06/06/18	54,544.00 GBP		X +

Confirm Batch Submit Dialog:

Schedule Reference	796765
Batch Type	Invoice
Total Amount	54,544.00 GBP
Items	1

Data Exchange

This feature is currently not in use.

Reporting

Downloading your month end reports

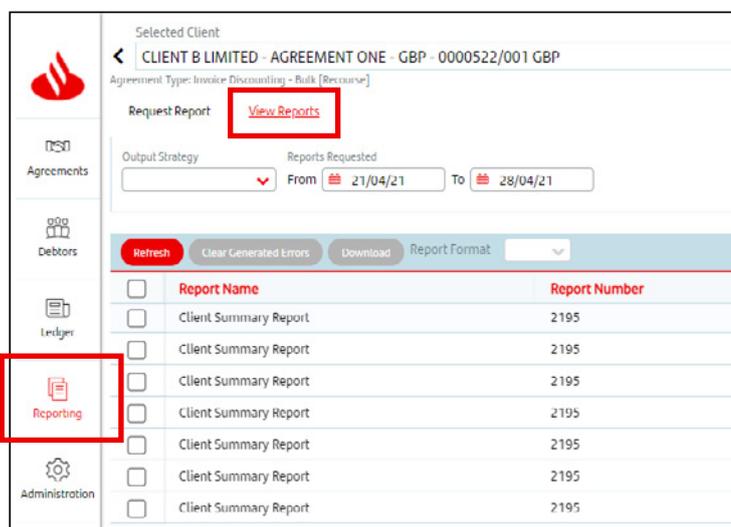
You can view and download your month end reports directly from the **Reporting** menu.

These will be generated automatically each month and available for you to download.

How to view and download your reports

To view your reports already available:

1. Click **Reporting** in the left-hand menu.
2. Select the **View Reports** tab.



The screenshot shows the Reporting interface for a client. The left-hand menu has the 'Reporting' icon highlighted with a red box. The main content area shows the 'View Reports' tab selected, also highlighted with a red box. The interface includes a 'Request Report' section with a 'View Reports' button, an 'Output Strategy' dropdown, and a 'Reports Requested' date range selector. Below this is a table of reports with checkboxes for selection.

<input type="checkbox"/>	Report Name	Report Number
<input type="checkbox"/>	Client Summary Report	2195
<input type="checkbox"/>	Client Summary Report	2195
<input type="checkbox"/>	Client Summary Report	2195
<input type="checkbox"/>	Client Summary Report	2195
<input type="checkbox"/>	Client Summary Report	2195
<input type="checkbox"/>	Client Summary Report	2195
<input type="checkbox"/>	Client Summary Report	2195
<input type="checkbox"/>	Client Summary Report	2195
<input type="checkbox"/>	Client Summary Report	2195

3. Select the Output Strategy as **Internet Service**.
4. The date range you're shown defaults to the last seven days, so if you're downloading your reports at the beginning of the month, the reports will display beneath ready for you to download. If you're downloading them later in the month, amend the **date range** field to include **the last working day of the month** you require reports for.
5. **Tick the box** next to a report to highlight and select it.
6. Click the **Download** button to access the PDF.
7. On the pop-up, choose whether you want to open or save the report.

While you can access reports on Client Access at any time, we recommend downloading and saving the reports each month for your own records.

Further reports

How to request a new report

To request a Client Statement for a date range or to request an interim Client Statistics report:

1. Click **Reporting** in the left-hand menu.
2. Select the **Request Report** tab.
3. Tick the box for the report you need.
4. Enter a **Date Range** or enter an **As At Date** depending on type of report.
5. Click **Request Report**.
6. To view or download these reports click **View Reports** tab and follow steps 5 to 7 from the previous page.

Selected Client
CLIENT B LIMITED - AGREEMENT ONE - GBP - 0000522/001 GBP
Agreement Type: Invoice Discounting - Bulk [Recourse]

Request Report View Reports

Request Report

Agreement Reports *
 Client Statement
 Client Summary Report

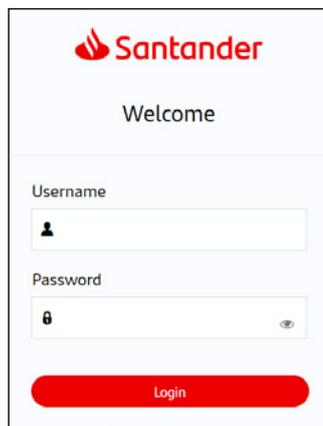
Output Strategy *
Internet Service

Date Range *
From * 29/04/21 To * 29/04/21

Request Report

Administration

Forgotten passwords



If you forget your password or lock your user account on Client Access, you'll need to contact your **Administrator** to reset your password or unlock your account.

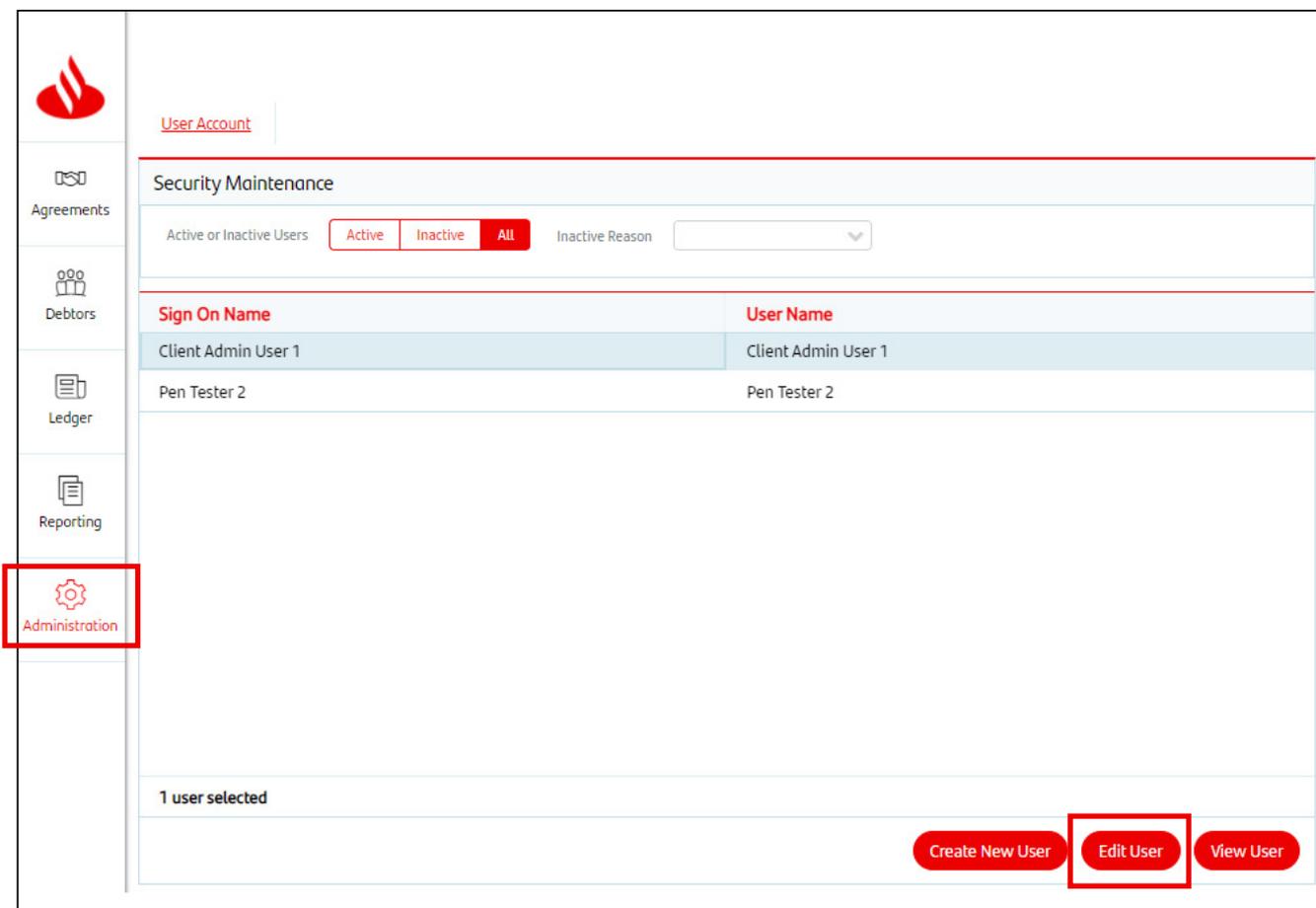
Your **Administrator** will be the person who initially set up your account, and will be one of the directors of your company. The process for your Administrator to follow is detailed in **Instructions for Administrator** below.

If your Administrator is unavailable (or you are the Administrator), please email the **Santander Invoice Finance New Business Integration team** on sifnbi@santander.co.uk and we'll contact you to reactivate your account.

Please include the reason for your request, your Client Access user name, the name of the company linked to your account and a contact telephone number in your email.

Instructions for Administrator

Select **Administration** from the left-hand menu and then select the username to be updated and then click **Edit User**.



Sign On Name	User Name
Client Admin User 1	Client Admin User 1
Pen Tester 2	Pen Tester 2

Next click on **change password** and update password.

The screenshot shows a web interface for user account management. On the left is a navigation sidebar with icons for Agreements, Debtors, Ledger, Reporting, and Administration. The main content area is titled 'User Account' and 'Profile Details'. Under 'Basic Details', there are input fields for 'Sign On Name' (Client Admin User 1), 'User Name' (Client Admin User 1), and 'Initials' (CA). The 'Authority Level' is set to 'Client Access'. A checkbox for 'Delegated Administrator' is checked. Under the 'Password' section, 'Password Expiry' is 18/05/21 and 'Password Last Changed' is 18/04/21 09:31. A 'Change Password' button is highlighted with a red box.

About passwords

- Passwords must have at least eight alphanumeric characters, including one uppercase letter, one lowercase letter and one number.
- You can also include special characters, such as *, # and @. Spaces or more than two consecutive characters (such as eee, 222) are not allowed.
- You cannot use a password you have used before.
- You cannot use your first, middle or last name or your username.

Setting up a new user on Client Access

The person setting up a new user must be an Administrator

Click on the **Administrator icon**

The screenshot shows the Client Access dashboard. On the left sidebar, there are icons for Debtors, Ledger, Reporting, and Administration. The Administration icon, which is a gear, is highlighted with a red rectangular box. The main content area shows a table of agreements with columns for Agreement, Agreement Reference, Availability, Funding Disapproved, and Agreement Start Date. The top right corner shows the user 'Client Admin User' and a 'Logout' button.

Under the **Security Maintenance** header, click on the Active or Inactive Users selection options to select **Active**

Click on **Create New User**

The screenshot shows the 'Security Maintenance' page. At the top, there is a 'User Account' link. Below it, the 'Security Maintenance' header is visible. Underneath, there are buttons for 'Active', 'Inactive', and 'All' to filter users. The 'Active' button is highlighted with a red box. Below the filters is a table with columns 'Sign On Name' and 'User Name'. The table contains one entry: 'Client Admin User' for both columns. At the bottom of the page, there is a summary '1 user in total' and three buttons: 'Create New User', 'Edit User', and 'View User'. The 'Create New User' button is highlighted with a red box.

Fill in all the mandatory boxes with the **Profile Details** – denoted by a red *, and as shown below

Key points to remember:

Please use the new user’s email address as their **Sign On Name**

To enable the new user to see all the Agreements linked to your company please tick the box on the top line of the Portfolio Restrictions section.

The example below would give the new User the ability to see all the Client B Limited Agreements, and be able to complete all actions on each Agreement through Client Access

The screenshot shows the 'User Account' creation interface. The 'Profile Details' section includes fields for Sign On Name (*), User Name (*), Initials (*), Authority Level (*), Password (*), and Re-enter Password (*). The 'Profile Status' section shows Last Sign On, Incorrect Attempts, User Created By, Effective Date, End Date, and Inactive Reason. The 'Contact Information' section includes Country (*), Language (*), Email (Work) (*), Country Of Address, Address Line 1-3, City, State, PostCode, and Dial Code/Number (Work). The 'Portfolio Restrictions' table has a table with columns for Client Name, Agreement Ref., and Agreement Type. The 'Permissions' section lists various roles and their associated permissions.

Client Name	Agreement Ref.	Agreement Type
<input checked="" type="checkbox"/> Client B Limited		
<input type="checkbox"/> Client B Limited	0000522/001 GBP	Invoice Discounting - Bulk [Recourse]
<input type="checkbox"/> Client B Limited	0000522/003 GBP	Aggregation Agreement
<input type="checkbox"/> Client B Limited	0000522/002 EUR	Invoice Discounting - Bulk [Recourse]
<input type="checkbox"/> Client B Limited	0000522/002 EUR	Invoice Discounting - Bulk [Recourse]

Click the **Save User Account** button

You'll automatically be taken back to the Administration overview screen and this will show that the new User has been successfully set up:

The screenshot shows the 'Security Maintenance' overview screen. It features a table with columns for Sign On Name and User Name. The 'Client Admin User' and 'john.smith@clientb.com' are listed. At the bottom, there are buttons for 'Create New User', 'Edit User', and 'View User'.

Sign On Name	User Name
Client Admin User	Client Admin User
john.smith@clientb.com	John Smith

Please provide your new user with their Sign On Name and their temporary password and they will be able to use Client Access.

Your new user will be prompted to change their password as soon as they log into Client Access.

Limiting options within Client Access

As well as providing access to see all your Agreements and complete all actions in Client Access, the Administrator can also limit which Agreements can be viewed and what a User can do when they are using Client Access.

Use the Portfolio Restrictions tick boxes to limit which Agreements your User can see.

Untick the boxes under Permissions to restrict what a User can do on Client Access.

The example below would allow the User only to see two EUR Agreements and would not allow the User to complete Out Payment Entry:

Portfolio Restrictions			
<input type="checkbox"/>	Client Name	Agreement Ref.	Agreement Type
<input type="checkbox"/>	Client B Limited		
<input type="checkbox"/>	Client B Limited	0000522/001 GBP	Invoice Discounting - Bulk (Recourse)
<input type="checkbox"/>	Client B Limited	0000522/003 GBP	Aggregation Agreement
<input checked="" type="checkbox"/>	Client B Limited	0000522/002 EUR	Invoice Discounting - Bulk (Recourse)
<input checked="" type="checkbox"/>	Client B Limited	0000522/002 EUR	Invoice Discounting - Bulk (Recourse)

2 items selected

Permissions	
<input checked="" type="checkbox"/>	Client manager
<input checked="" type="checkbox"/>	Agreement Enquiries
<input checked="" type="checkbox"/>	Out-Payments
<input type="checkbox"/>	Out-Payment Entry
<input checked="" type="checkbox"/>	Out-Payments Enquiry
<input checked="" type="checkbox"/>	Reports
<input checked="" type="checkbox"/>	Schedule Entry
<input checked="" type="checkbox"/>	Debtor Enquiries
<input checked="" type="checkbox"/>	Security Maintenance

For further information on the different options and combinations, please contact your Client Manager.

To make a User inactive:

If a member of your team has changed roles and you no longer need them to use Client Access you can change the User to inactive.

Select the User you want to amend from your **Active** User listing, and click the **Edit User** button:

User Account

Security Maintenance

Active or Inactive Users: Active Inactive All Inactive Reason:

Sign On Name	User Name
Client Admin User	Client Admin User
john.smith@clientb.com	John Smith

1 user selected

Create New User **Edit User** View User

Click in the **Account Is Active** box to remove the red tick, and select from the Inactive Reason dropdown options to match the reason for making the user inactive.

You can also add a comment in the **Comment** field, if needed

Untick the **Permissions** box

Profile Status

Last Sign On: Never
 Incorrect Attempts: 0
 User Created By: Client Admin User
 Effective Date: 02/10/2014:24
 End Date: Never

Account Is Disabled
 Account Is Active

Inactive Reason: Manually de-activated
 Comment: John has moved roles and no longer needs access w/e 2.10.20

Permissions

client manager

Client Name	Agreement Ref.	Agreement Type
<input checked="" type="checkbox"/> Client B Limited		
<input type="checkbox"/> Client B Limited	0000522/001 GBP	Invoice Discounting - Bulk [Recourse]
<input type="checkbox"/> Client B Limited	0000522/003 GBP	Aggregation Agreement
<input type="checkbox"/> Client B Limited	0000522/002 EUR	Invoice Discounting - Bulk [Recourse]
<input type="checkbox"/> Client B Limited	0000522/002 EUR	Invoice Discounting - Bulk [Recourse]

Click the **Save User Account** button

The Inactive User will now only be visible if you select **Inactive** or **All** from the Active or Inactive Users selection options.

Security Maintenance

Active or Inactive Users: Inactive Reason:

Sign On Name	User Name
john.smith@clientb.com	John Smith

1 user in total

Please note: Users cannot be deleted from the system

Santander is able to provide literature in alternative formats. The formats available are: large print, Braille and audio CD. If you would like to register to receive correspondence in an alternative format please visit [santander.co.uk/alternativeformats](https://www.santander.co.uk/alternativeformats) for more information, ask us in branch or give us a call.
