

Vantage

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About Vantage

Lloyds TSB acquired Best Value Procurement (BVP) in September 2004 to form Vantage. Lloyds TSB has been pioneering eCommerce since 1997 enjoying a successful strategic partnership with BVP. Together they have become the leading provider of eProcure-to-Pay consultancy and services to UK local authorities.

Vantage's strengths come from Lloyds TSB's experience of facilitating transactions for corporate businesses and BVP's single-minded eProcure-to-Pay expertise.

Vantage:

- states its purpose is save businesses money.
- believes the greatest value to businesses comes from a seamless eSales-to-Payment process
- is comprised of experts on the sales to payment cycle
- makes security a priority
- understands that it can only claim success by clearly demonstrating results to businesses
- has a dedicated team continually investing in new thinking and technology.

For more information about suppliers

T: 0845 300 6330

F: 0845 300 6331

Support Desk: 0845 300 6353

E: suppliers@vantage-ltsb.co.uk

We may monitor or record phone calls with you in case we need to check we have carried out your instructions correctly and to help improve our quality of service.

Please contact us if you'd like this in Braille, large print or on audio tape.

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Suppliers guide to Vantage



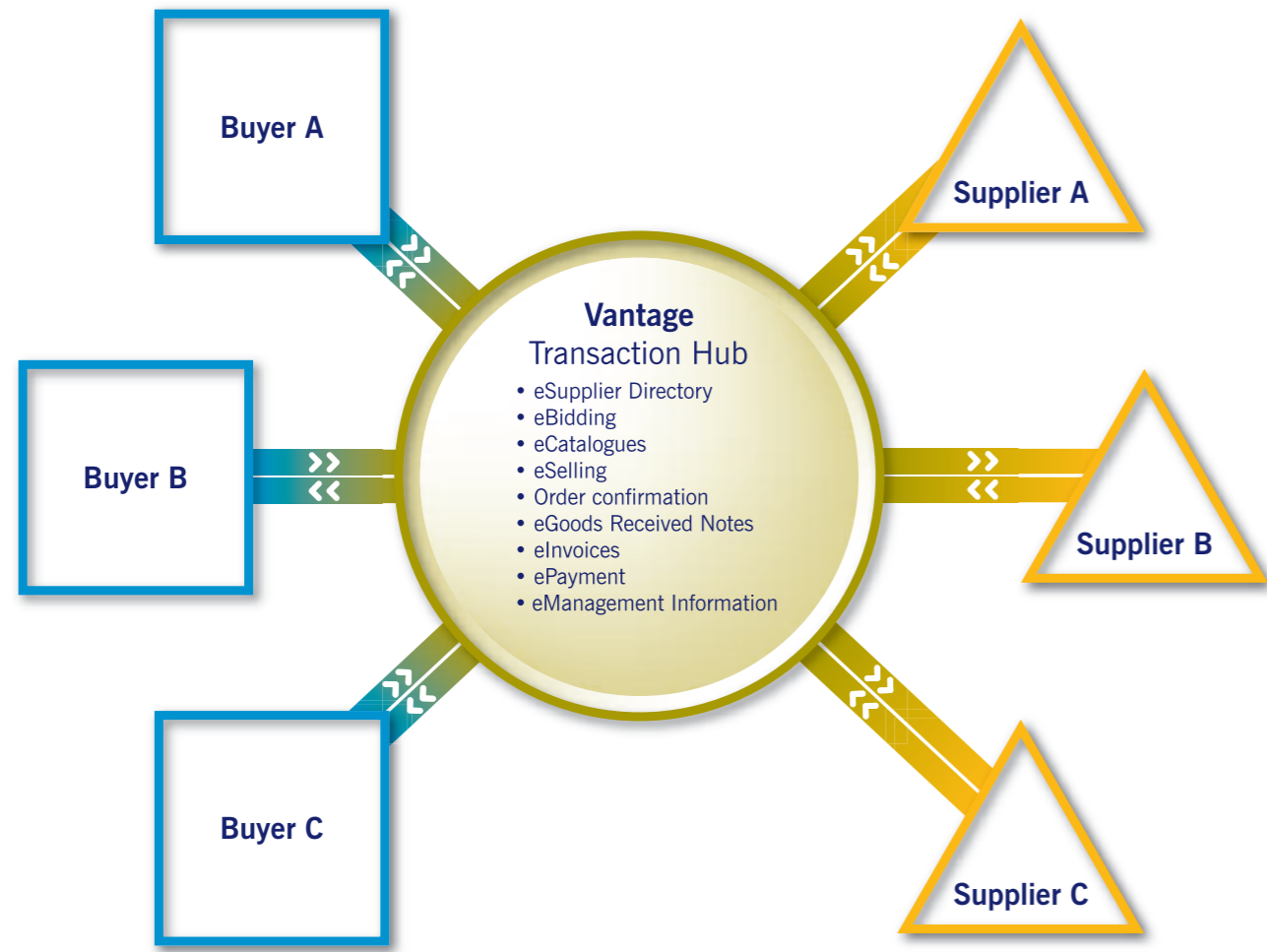
Vantage

What is Vantage?

Vantage can save Organisations time and money by simplifying and speeding up everyday business processes between Buyers and Sellers.

The Vantage transaction hub is a set of secure hosted on-line services through which your business can sell goods and services and send invoices, to any of your customers through a single connection point. So, there is no need for you to use a number of different, incompatible systems. Vantage will send you your orders in the way that you usually receive them: electronically, directly into your sales order processing system or by email, fax or post. Vantage also lets you send your customers invoices electronically, either directly from your accounts system or by creating them in an on-line template.

Vantage Transaction Hub



Key Buyer Supplier Hub Information

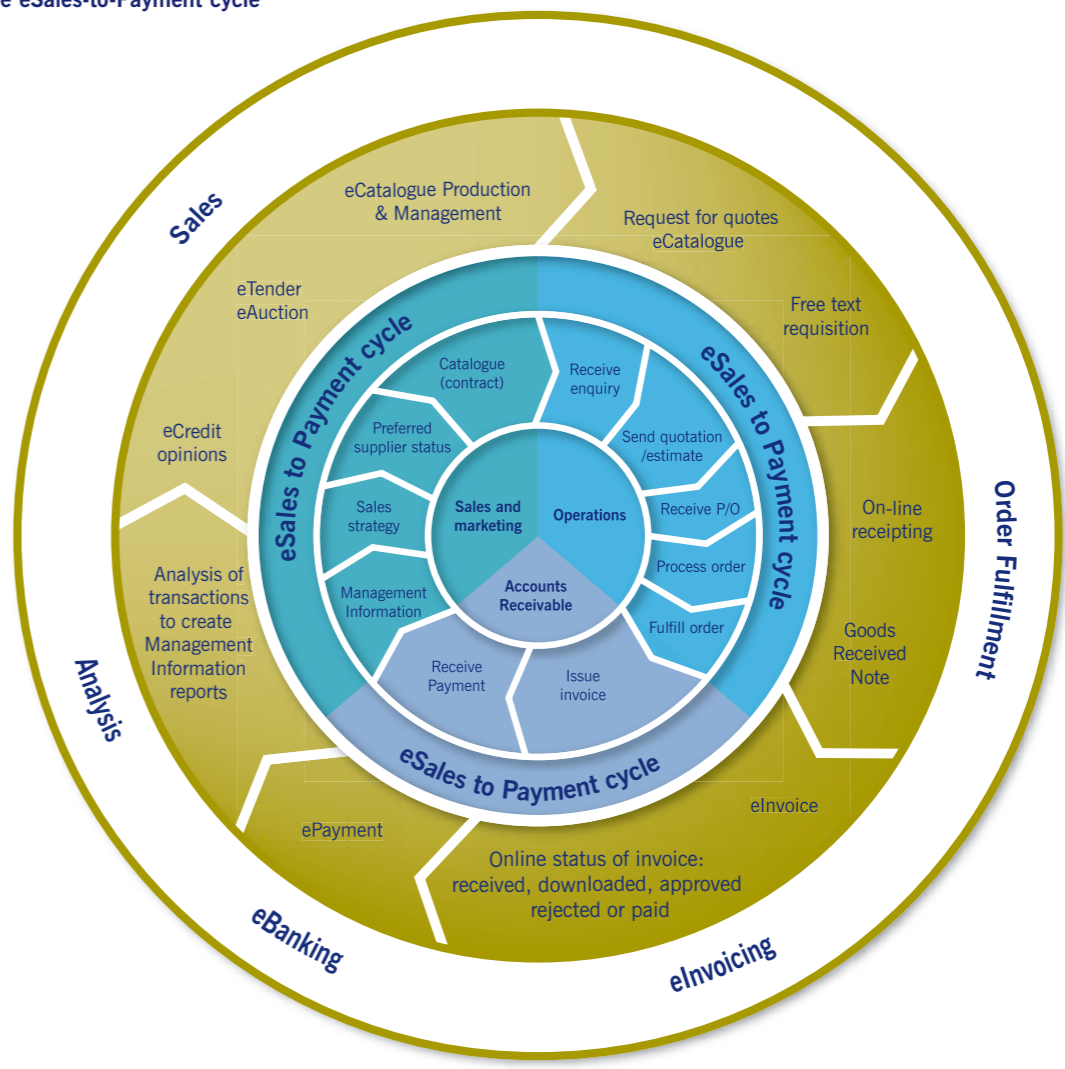
Over 30 Buying Organisations already subscribe, generating transactions through Vantage of more than £50million per annum. Many of your customers and prospects will be looking at ways in which they can work more closely with their suppliers. Buyers can use Vantage to source new companies to supply them with goods and services. You can put your company's details into the Vantage Supplier Directory, where it can be seen by 1000's of Buyers using the transaction hub.

Vantage is a subscription service run by Lloyds TSB though you don't have to bank with Lloyds TSB. Plus it is hosted online, so there's no need to invest in new hardware or software.

Getting started is straightforward. You can start by being registered on Vantage to receive orders. You can then place an entry into the Vantage eSupplier Directory, so that Buyers in other Organisations registered on Vantage can see your details. Alternatively, you can have an electronic catalogue and/or take part as a bidder in tenders, requests for quotations (eRFQs) and eAuctions.

Vantage's 'best of breed' services are available individually, or collectively to create a paperless eSales-to-Payment cycle, including: receiving enquiries, sending quotes, receiving purchase orders, acknowledging orders, and issuing invoices.

Automating the eSales-to-Payment cycle



Key Procure to Pay cycle The Vantage transaction hub

Overview of Vantage Supplier Services

eSupplier Directory

The Vantage eSupplier Directory contains details of all Organisations that supply at least one Buyer and can receive Purchase Orders on Vantage. It can be used in three ways:

- by Sourcing Specialists looking for new or alternate suppliers to add to their Organisation's "approved" supplier list
- by Requisitioners looking to see which suppliers of a particular good or service are available on Vantage
- by Suppliers to source other suppliers of goods and services.

Buyers can search for suppliers by company name, commodity, location or a combination of these.

eCatalogues

If appropriate, Vantage lets you offer your goods and services as eCatalogues. Buyers can view these eCatalogues on Vantage and search for and order goods and services directly from them. Vantage eCatalogues include product codes, prices and order discounts, as well as images and product descriptions. You can include 1000's of line items in an eCatalogue. You can even have individual eCatalogues for specific customers, which only they can see and use, and a general catalogue that can be seen by all Buying Organisations.

eInvoicing

Vantage provides you with a cost-effective, simple and secure way to send, receive and track invoices over the Internet, in your required format. You can view your invoices online and see when they have been received, downloaded, approved (or rejected) and paid.

eSelling

Vantage lets you electronically manage the goods and services you supply to your customers, helping you get the maximum value from your contracts. Vantage has Buyers from the public and private sector that use Vantage to source suppliers.

Your subscription to Vantage will also provide you with:

- the ability to receive product or service information and respond electronically to tenders and eRFQs. Vantage allows you to take part in eAuctions and eRFQs, which use Internet-based technology to create a transparent process for negotiating prices and terms and conditions with your customers
- access to an online credit opinion service, providing a cost effective and up-to-date source of credit information on potential trading partners
- storage and retrieval of up-to-date eManagement Information. You can view your sales history with one or a number of your customers, and by product or other defined categories.

Whether or not you have a contract in place, you may still wish to publish a general eCatalogue that all Buyers can view on Vantage.

Who is it suitable for?

Vantage can be used by any type of business that supplies goods and services. It can save all sizes of business – sole traders, partnerships and large businesses from any industry – time and money.

- Suitable for contracted and non-contracted suppliers.
- Continue to receive your orders by post, fax or email.
- Vantage can also be fully integrated with most accounting and stock control systems (such as Pegasus, Sage and Oracle), so that your customers' orders can be delivered seamlessly into your existing IT systems and you can send and track invoices electronically.

How secure is Vantage?

Vantage makes security a priority, so you are protected by:

- a high level of encryption: 128 bit single socket layer (SSL)
- a unique username and password for each authorised individual in your organisation
- an audit trail on each area of Vantage navigated by an individual user
- being able to control which eCatalogues an individual customer can access
- continuous back up with disaster recovery programme in place.

Key Features of Vantage

- High level of security.
- Vantage seamlessly integrates the sales to payment cycle with your current financial and sales processing systems, reducing duplication of effort and overall costs.
- Orders can be received directly from Vantage in your preferred format.
- eCatalogues make sure your customers always have the most up to date information and you can greatly reduce the time, effort and cost spent producing and distributing paper copies of them.
- Management Information - all transactions are recorded, enabling the production of bespoke reports and audit trails.
- A hosted system that requires no investment in software and upgrades.
- Continuous back up with disaster recovery programme in place.

Key Benefits of Vantage

For the Supplier

- Provides a single, cost-effective and secure sales channel to your customers, both current and future.
- Encourages maximum spend on contracts leading to increased sales.
- Speeds up the sales to payment cycle by reducing the need to handle large volumes of paperwork.
- Acts as an electronic Document Exchange for all your business documents: sales orders, order acknowledgements, invoices and remittance advices.
- Ensures all orders received and invoices issued electronically are accurate, meaning fewer returns and can reduce the time spent chasing payments.

For the Buyer

- Can be used to source new suppliers of goods and services.
- Provides a single channel to the Buying Organisation's supplier base, maximising spend with contracted and preferred suppliers.
- Speeds up the procure to payment cycle by reducing the need to handle large volumes of paperwork.
- Acts as an electronic Document Exchange for all business documents: purchase orders, goods received notes, invoices and remittance advices.
- Ensures all orders placed and invoices received electronically are accurate, meaning fewer incorrect deliveries and problems matching invoices, goods received notes and invoices.

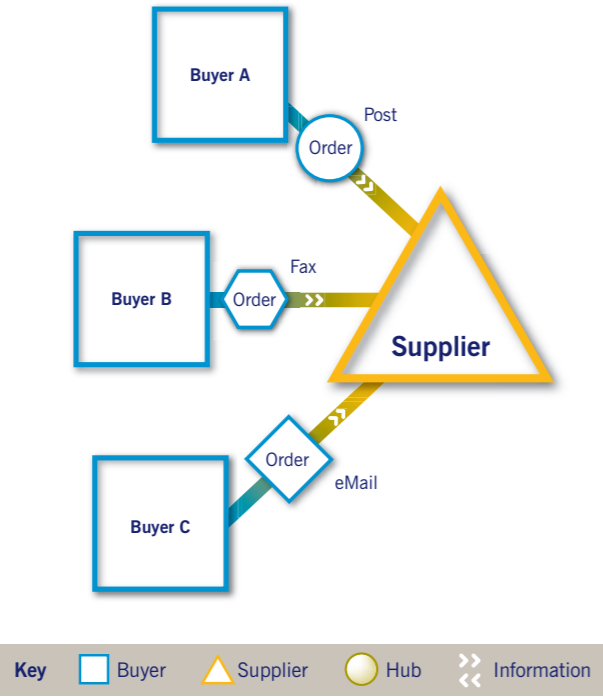


Improving the efficiency of your Sales Order Processing

Vantage has been developed to complement and work in tandem with your existing sales order processing system.

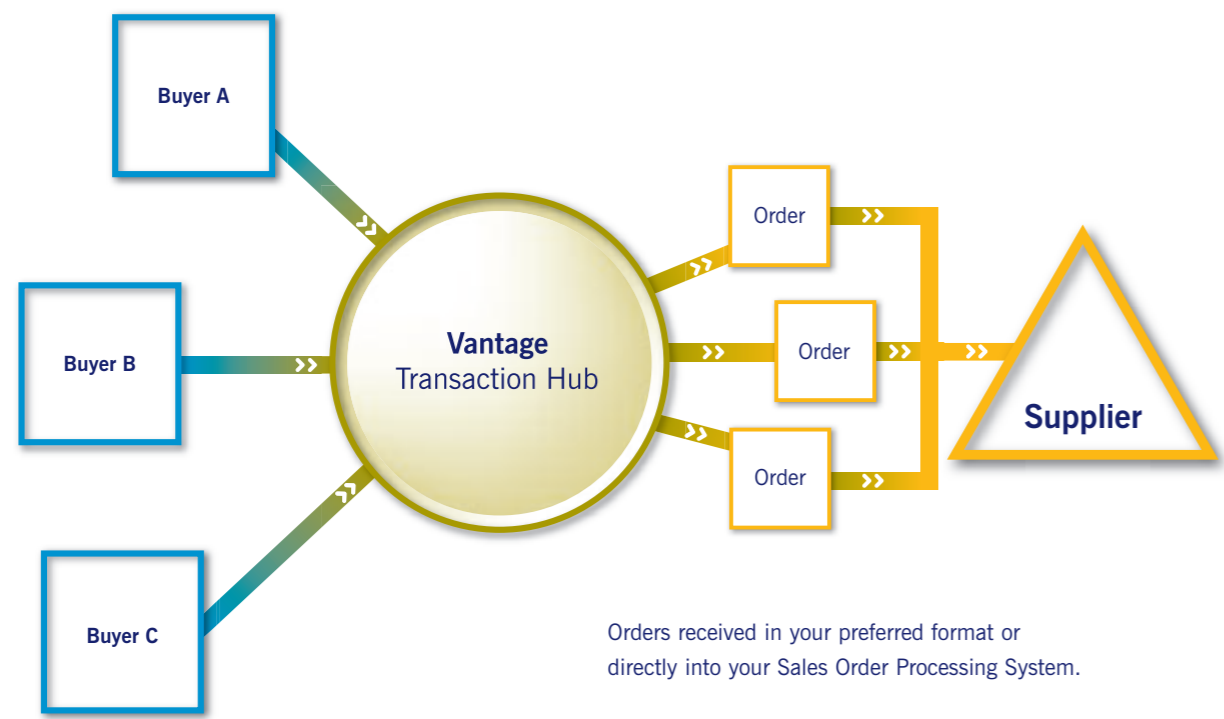
Supplier sales order processing

Suppliers will generally be receiving orders from their customers in many different formats: post, fax, email, etc. This can make the sales order processing difficult and labour intensive.



Supplier with Vantage

Vantage can provide a single connection point through which orders are received in your preferred format.



How do you use Vantage?

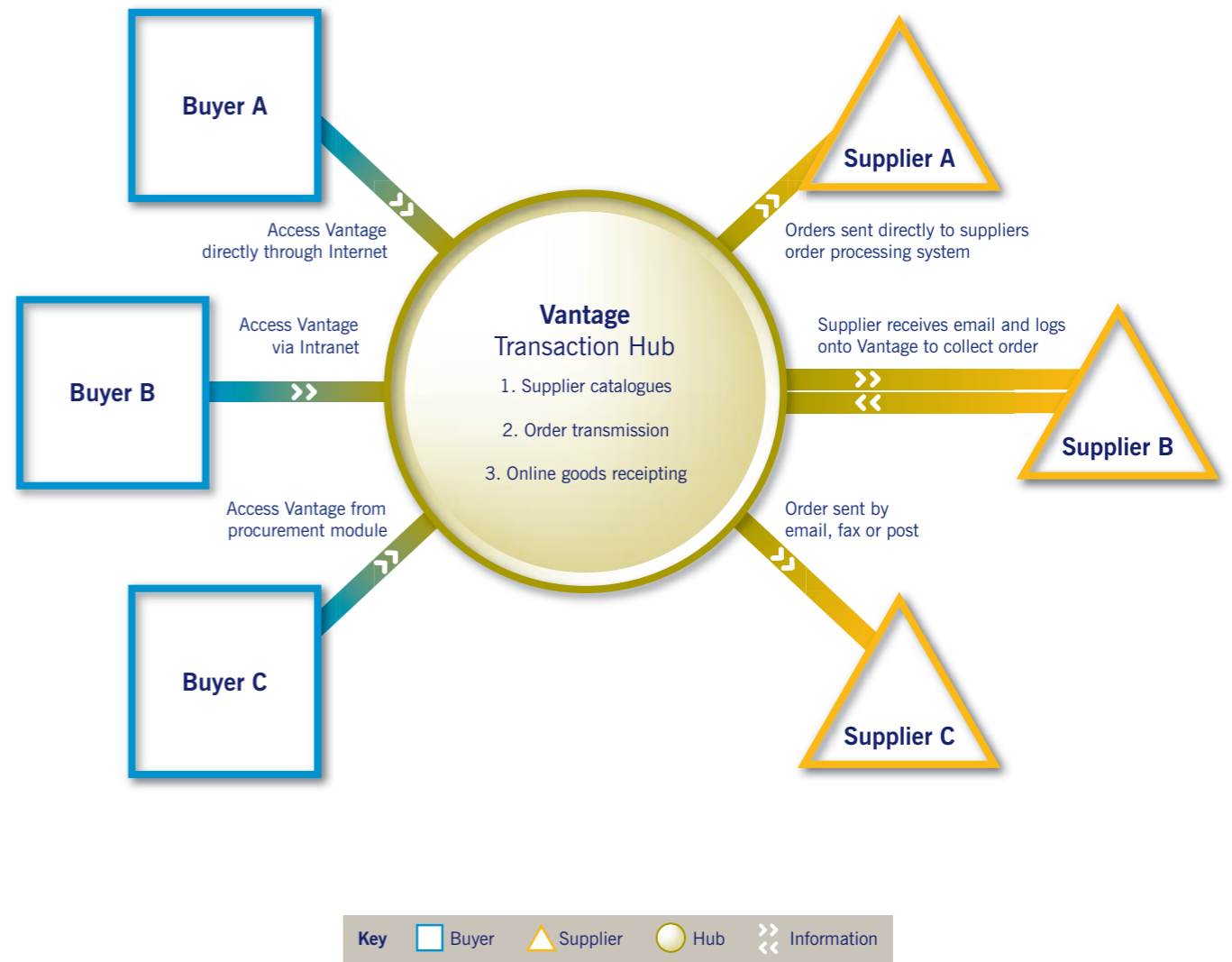
eSelling

Once you are connected to Vantage, your customers can select goods and services from your eCatalogues or send you free-text orders. Buyers can also use the Vantage eRFQ and eAuctions services. They may invite you to submit a quote or bid for a particular contract tender or one-off requirement. Vantage will send you the invitation by email. We will provide you with a couple of hours training, so that you can respond.

Your Sales, Marketing and Customer Service staff can access Vantage directly through the Internet or via your own Intranet.

The customer can send the order directly into your sales order processing system. Alternatively you may wish to continue to receive notification by email (and log on to Vantage to collect and acknowledge receipt of order) or to receive your orders by email, fax or post.

Supplier with an eSales-to-Payment Module



eCatalogues

eCatalogues are used for goods and services which can be easily defined, such as stationery, office supplies, work wear and materials. Vantage hosts your eCatalogues and your customers' requisitioners can select the items they want from them.

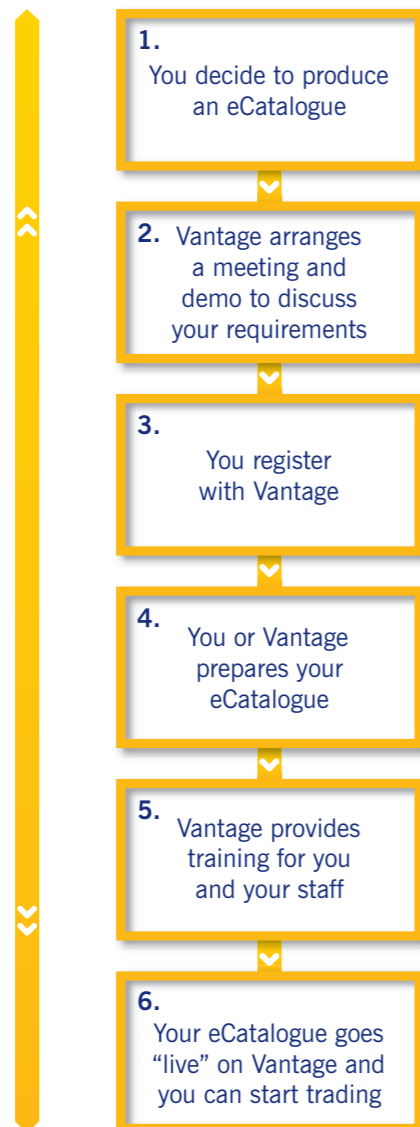
Once you are a registered supplier on Vantage, your company information and general eCatalogue (if you have one) can be accessed by the Professional Purchasers within all Buying Organisations registered on the system. Buyers can perform supplier searches by brand, product code, product/service description, location and keywords.

How will my organisation benefit from eCatalogues?

- You can easily make sure item prices and specifications remain accurate and up-to-date.
- You can offer specific prices to each of your customers.
- Your customers can only access their suppliers' eCatalogues online with a user name and password.
- By eliminating keying-in errors, you significantly reduce the administration costs of processing and returning incorrect deliveries.
- All sales, large and small, are captured and stored in Vantage's comprehensive eManagement Information system.

6 steps to producing your eCatalogue

Approximately
2 weeks



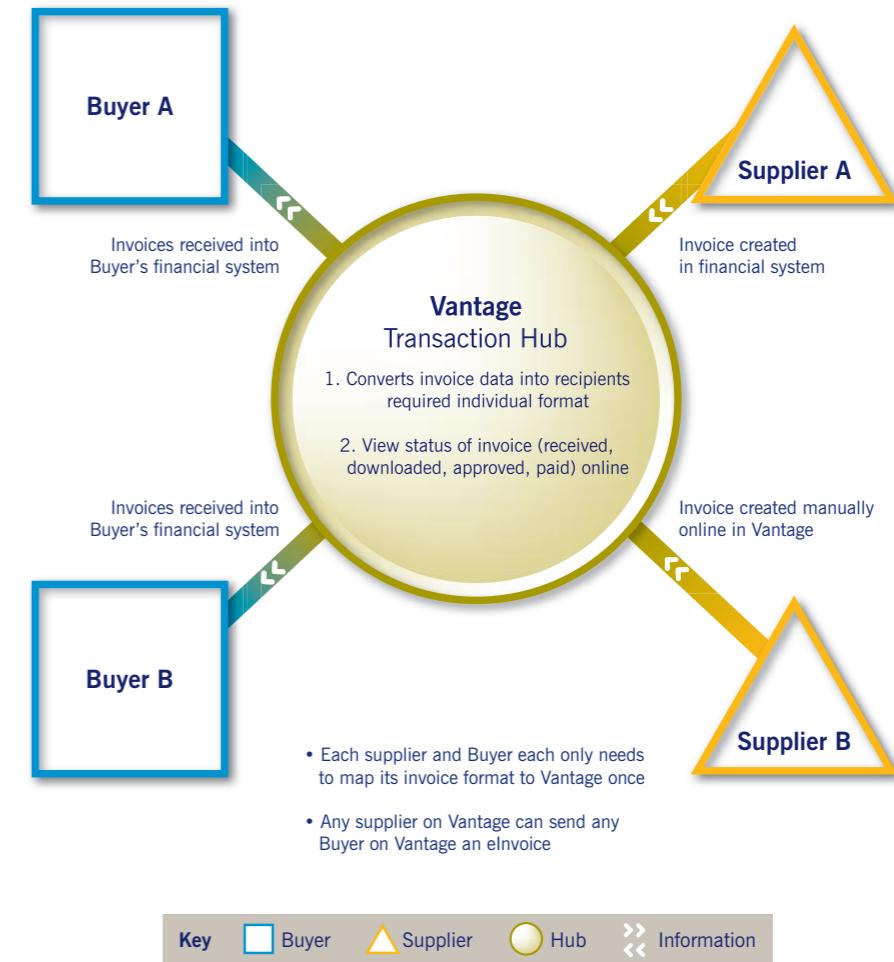
eInvoicing

eInvoicing from Vantage provides you with a cost-effective, simple and secure way to exchange invoices over the Internet.

Invoices are either created in your financial systems and sent directly to Vantage or created manually online by you in Vantage.

Vantage converts the invoice data into the correct format for your customer and sends it directly into their financial systems.

If you are integrated to Vantage, you only need to map your invoice formats to Vantage once, no matter how many of your customers are on the system. You can review the status of any invoice (received, downloaded, approved, rejected or paid) on Vantage. Any supplier on Vantage can send an eInvoice to any Buyer on Vantage.



What are the benefits of using eInvoicing?

- There's no need for your customers to re-key data - reducing the risk of potentially costly errors and delays in payment.
- We make sure the data your customers receive is complete, valid and 100% to their format.
- You can view the status of your invoices online and see whether they have been viewed, downloaded, approved, rejected or paid - reducing the number of calls you have to make chasing payments.
- Can reduce the cost of issuing an invoice from £12 to £5.
- Can reduce the time of processing an invoice from 8 to 4 days.
- Invoices automatically archived on your systems with instant access for up to 90 days and then archived within Vantage for up to 5 years.
- Fully accepted by HM Customs & Excise for VAT purposes.

FAQs

Will I have to buy any hardware or software?

No. Vantage is a subscription service hosted on the web. You can access it easily with an Internet browser. A secure username and password will be issued to you.

Will I have to train staff to use a complicated system?

No. Vantage is easy to use. We provide training (typically for a couple of hours) for your nominated members of staff, who, in turn, can provide training throughout your organisation. The Vantage Support Desk provides ongoing support.

Why is Lloyds TSB offering a service like this?

Lloyds TSB has been offering ePayment options to its customers for a number of years. Vantage is already facilitating the sales to

payment cycle for many suppliers, so our additional service offerings: eSupplying, eSelling and eInvoicing are a natural progression and complementary to this.

How can I be sure that Lloyds TSB has the technical expertise to provide and support this service?

We have been running our eProcure-to-Pay services since 1997 and Vantage is now the leading supplier of these services to Local Authorities in England. Vantage combines 'best of breed' products and is supported by an in-house technical team.

Do I have to bank with Lloyds TSB?

No, Vantage is available to everyone, independent of who you bank with.

Can Vantage be integrated into my accounting and stock control systems?

Yes, for most popular systems we can take any electronic format of any file you would want to send or receive through Vantage, such as Purchase Orders, Goods Received Notes, Invoices and Remittance Advices and integrate them to your system(s).

Does Vantage cost a fortune?

No. Because Vantage is a hosted system, you don't need to buy any specialist hardware or software. You simply pay an annual licence fee which depends on your level of usage. Additional costs may be incurred for added value services, software integration requirements or assistance with large eCatalogue production and maintenance. These costs will be discussed with you before any work starts.

Is Vantage secure?

Yes. Each user has a unique username and password. Vantage uses 128 bit SSL (Secure Socket Layer) encryption, which ensures the security of your information passing over the Internet. Vantage has continuous back up with a disaster recovery programme in place.

Is Vantage only cost-effective for large organisations?

No. We have a sliding scale of charges relative to your size, which means that Vantage can be cost effective for all organisations from sole traders to global corporations.

What impact does eInvoicing have on the day-to-day running of my organisation?

It helps create a more efficient business. You know that your invoice has gone directly into your customers' systems. eInvoicing eliminates the need for your customers to re-key data reducing delays and costly mistakes. You can view the status of invoices online (to see if they have been viewed, downloaded, approved, rejected or paid). This means you don't have to spend time chasing invoices by phone.

Has Vantage been accepted by HM Customs & Excise for VAT?

Yes, Vantage eInvoicing is fully accepted by HM Customs & Excise.

Is Vantage for supply of high volume goods and services only?

No. Vantage is able to handle high volumes, but is also very valuable for suppliers who need to carry 1000's of individual product lines each with small trade volumes or where customers have a very specific requirement for which they need a bespoke quotation.

Will the competition see my contract prices?

No. Vantage ensures Buying Organisations are set up to be the only ones to have access to their own contracted suppliers' eCatalogues. If you place a general eCatalogue on Vantage for all Buying Organisations to see you can use your published prices or state price on application.

Won't Vantage drive down my prices?

No. The prices that you charge are agreed between you and your customer. Vantage only acts as a single, Internet-based secure connection through which you can sell your goods and services.

