

January 2022  
Version 6.0



Guarantees Portal Manual

# Arrears, Claims & Recoveries

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# Information for using this manual

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- The screenshots within this document were taken from the Guarantees Portal whilst using Google Chrome. Those using other versions of Internet Explorer or other Web Browsers (Firefox, Safari, Internet Explorer etc.) may see subtle variations in the appearance of the Guarantees Portal.
- “Breadcrumbs” – outline the route by which the User got to their current location within the system, similar to a file path. They can be used to navigate around the Guarantees Portal.
- “Hyperlinks” are represented by a **blue bold** font. The contents page is linked automatically. To utilise a link, the User should move over the link text, wait until the cursor changes to a “Hand Pointer”  and ‘Click’ or alternatively select CTRL + ‘Click’.

# Preface

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This document provides operational guidance to support a Lender in their Coronavirus Business Interruption Loan Scheme (CBILS), Bounce Back Loan Scheme (BBLs) or Recovery Loan Scheme (RLS) administration, herein referred to as “the Scheme” unless specifically stated. Primarily written for the Product Owner, it provides guidance and tools specific to Arrears, Formal Demand, Guarantee Claims and Recoveries reporting, to assist Lenders to operationalise their processes and should be read in conjunction with the relevant Scheme Lender Manual and Scheme Legal Agreement.

## Legal Disclaimer

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This Guarantees Portal Manual is supplementary to the existing manuals produced by the British Business Bank (‘BBB’) and is intended to provide clear guidance on the Arrears, Claims and Recoveries processes across schemes administered by the BBB.

Guidance provided in this document is supplemental to that provided in the Scheme Lender Manuals. In the event of any inconsistency between the guidance in this document and the Lender Manuals, the Lender Manual should take precedence.

In the event of any inconsistency between the guidance within this Lender Manual and the terms and conditions within the corresponding Scheme Legal Agreement and Supplements, the Scheme Legal Agreement and Supplements take precedence. Similarly, in the event of any inconsistency between the guidance within this Lender Manual and the content of the Guarantees Portal, the Lender Manual takes precedence.

# Lender Queries and Feedback

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The BBB recognises however that there will still be occasions where Product Owners will wish to raise queries directly with the BBB. In such circumstances, brief, simple enquiries can be made via the “Ask BBB” function on the Guarantees Portal. For more detailed or complex queries please contact the [Guarantee.Ops@British-Business-Bank.co.uk](mailto:Guarantee.Ops@British-Business-Bank.co.uk) mailbox.

For queries relating to the reconciliation process, please contact the Operating Centre at [uk\\_guarantee\\_ops@pwc.com](mailto:uk_guarantee_ops@pwc.com). The Operating Centre will aim to respond to Lender queries within 5 business days of receipt.

# 1.0 The Guarantees Portal

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## 1.1 Overview

The Guarantees Portal is the primary means of interaction between the Lender and the BBB and this interaction is conducted via a secure, encrypted web-based portal.

- Each Lender can request several Administrator accounts, who in turn can create Lender 'End User' accounts as required.
- Lender 'End Users' are able to access the Guarantees Portal using their specific details and input data as required.

An audit trail of all transactions is held, and all activity is traceable to a given User.

Lenders have access to three versions of the Guarantees Portal, a 'Training', a 'Staging' and a 'Live' environment. The Training environment duplicates the Live environment in terms of appearance and functionality (except for the colour of the banner). Occasionally the Training environment may be used by the BBB and/or Lenders to test or become familiar with the system and any changes, prior to changes being rolled out to the Live environment. Lenders should, therefore, not rely on data entered into the Training environment being retained.

### Training Version

The Training environment allows Users to learn how to use the Guarantees Portal. Data input into this version is not sent to or reviewed by the BBB. To differentiate it from the Live environment, the Training version has a vivid pink banner as opposed to the blue banner used in the Live environment.

The web address (URL) for the Training version is:

██

### Staging Version

The Staging environment was provisioned to allow Users to test system integration with functionality that the BBB have exposed via an API endpoint. For access to the environment, please contact Guarantee Operations. The Staging version has a blue banner.

The web address (URL) for the Staging version is:

██

# 1.0 The Guarantees Portal

## Live Version

The Live version of the Guarantees Portal is where Lenders input and formally record their Scheme lending transactions. This information is accessible by the BBB (and its auditors) who are responsible for monitoring scheme usage by the Lenders. The Live version has a blue banner (not pink as per the training environment).

The web address (URL) for the Live version is:

[REDACTED]

It is important that Lenders keep the data within the live environment up to date and accurate, including for any 'in-life' events. For ease of reference, it is advised that the URL, if possible, is saved to the individuals 'Favourites' bar.

## 1.2 Logging In

The login screen is shown in screenshot 1.2.1. To log in to the Guarantees Portal a User will be required to input the following:

- Username
- Password

Guarantees Portal Screen 1.2.1: Sign in/Log in screen

Guarantees Portal

### Sign In

Username

Password

[Forgot your password?](#)

[Forgot your username?](#)

[Users can re-set their password via this link](#)

[Privacy Policy](#) | [Cookie Usage](#)

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# 1.0 The Guarantees Portal

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## 1.2.2 Forgotten Password

If the User forgets their password – they should select the option 'Forgot your password?'. They will then receive a system generated email which will provide instructions on how to re-set their password. British Business Bank plc does not have the ability to re-set passwords.

### Example of the Email content that the User will receive

Hello xxxxx!

Someone has requested a link to change your password, and you can do this through this link:

[Change My Password](#)

For security purposes, this link will expire after 7 days. If the link has expired, just go back to the [login page](#) and select 'Forgot your password' and you'll receive a new link.

If you didn't request this, please ignore this email.

Alternatively please contact your administrator.

Your password won't change until you access the link above and create a new one.

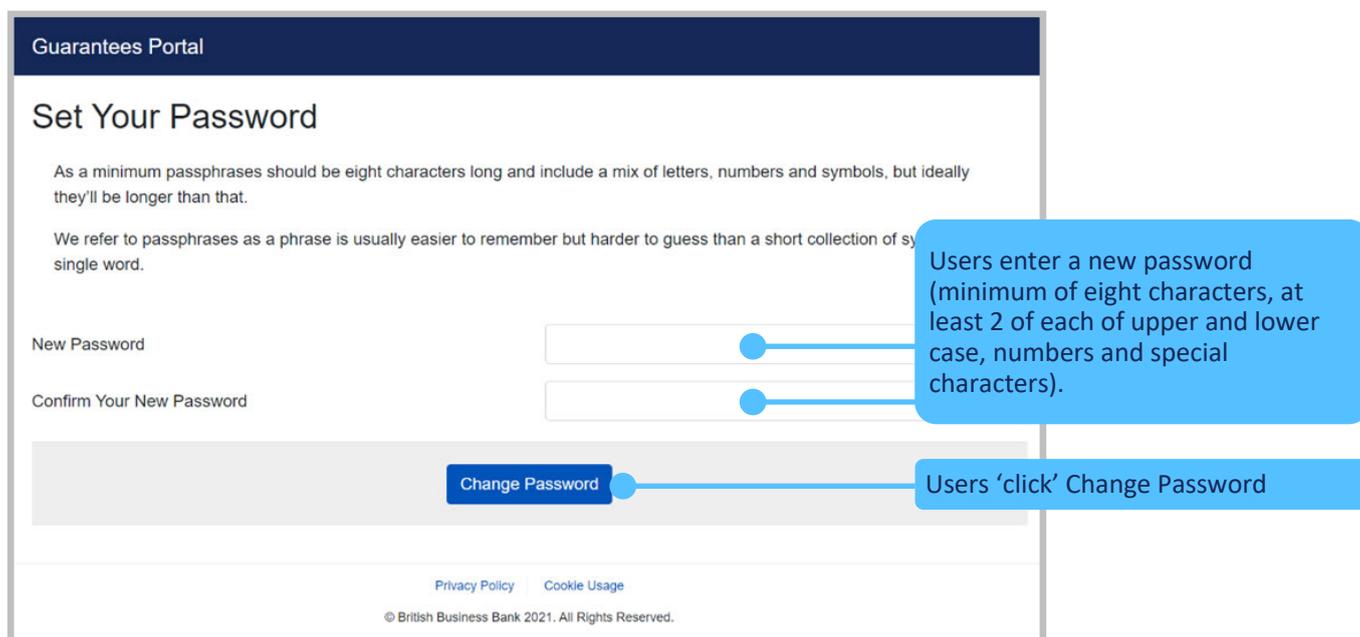
Users to 'click' the link

Ideally, the web browser/should be closed before clicking the 'Change my password' link that exists within the email received.

# 1.0 The Guarantees Portal

Once selected, the User will see the details within screenshot 1.2.3.

## Guarantees Portal Screen 1.2.3: Set Your Password



Once the User has changed their password, they will automatically progress to the appropriate 'Home' page (depending on whether their Username is specific to a Lender 'End' or 'Admin' User).

If Users forget their Username they can receive a reminder of their Username by selecting 'Forgot your Username' and they will be asked to enter their email address and provided that is correct, an email will be sent to the user reminding them of their Username. If Administrative Users forget their Usernames (not passwords) then they can contact the BBB via the following email address:

[Guarantee.Ops@british-business-bank.co.uk](mailto:Guarantee.Ops@british-business-bank.co.uk).

### 1.2.4 Changing a Password

Once in the system, a User can change their password by selecting 'Change Password' within the 'Home' page. The User should enter their 'new' password and confirm this via the appropriate fields and 'click' the 'Update Password' button. There will be no email received. The details are simply saved. The User can continue as they would normally.

# 1.0 The Guarantees Portal

## 1.3 Home Page

The 'Home' page is displayed when a Lender 'End User' signs into the Guarantees Portal. This is shown in Screenshot 1.3.1. The User can return to this page via the text that reads "Guarantees Portal" – on placement over the text, the cursor should change to a  and on 'click' the User will be returned to the 'Home' page.

The alternative method to return to the 'Home' page is using the 'Breadcrumb' functionality which will appear in the area highlighted below. This works similarly to the file path that Users will be familiar with in many Microsoft applications.

Guarantees Portal Screen 1.3.1: Home Screen



The screenshot shows the Guarantees Portal Home Screen with several sections highlighted by callouts:

- Other Functions:** Located at the top right, including 'Help', 'Change Password', and 'Logout'.
- User 'Facility' Functions:** Located in the top navigation bar, including 'Start New Facility Application' and 'View Facility Portfolio'.
- 'Breadcrumbs' Appear here:** Located in the top navigation bar, including 'Facility Portfolio', 'New Facility', and 'Reports'.
- Alert Section:** Located in the middle of the screen, including 'Facility Alerts For The Next 60 Days', 'Eligible facilities which will be removed if not progressed', 'Facilities which will have the guarantee removed if not drawn', 'Facilities assumed to have been Repaid due to lack of updates', and 'Agreed tranche drawdown to be recorded'.
- Utilisation Section:** Located at the bottom left, including 'Lending Limit Utilisation' and 'Claim Limits'.
- Claim Limit Section:** Located at the bottom right, including 'Claim Limits'.

Section	Facilities
Eligible facilities which will be removed if not progressed	25 Facilities
Facilities which will have the guarantee removed if not drawn	4 Facilities
Facilities assumed to have been Repaid due to lack of updates	9 Facilities
Agreed tranche drawdown to be recorded	0 Facilities
Facilities which will have the Guarantee removed if not Claimed	5 Facilities

Section	Claim Limit	Pre-claimed Realisations	Settled Amount	Amount Remaining	Percentage Remaining
SFLG Transfer FY 2012/13	£100,000	£0	£0	£0	0.00%
EFG Phase 1 (FY 2009/10)	£31,655,705	£2,549,494	£34,419,192	£0	0%

# 1.0 The Guarantees Portal

## 1.3.2 Claims Alerts

The Alerts system is designed to help the Lender actively manage their portfolio of Facilities and keep track of any Facilities that are due to be automatically removed from the Guarantees Portal. The Guarantees Portal automatically removes facilities (as being Guaranteed) that are in certain states after a period of 3 or 6 months (depending on the type of the alert/scheme (there will be an additional 10-day period for the offered facilities) without any User update or intervention).

Alert	Description
Facilities which will have the Guarantee removed if not Claimed.	Facilities approaching the 24 month limit since the date of Lender Demand at which point the Guarantee will be removed if the facility is not claimed.

The Alerts section shows facilities (as user action becomes more imminent) using a ‘traffic light’ approach:

- Action required within 10 days (red)
- Action required within 30 days (amber)
- Action required within 60 days (green).

A full list of facilities within each time period can be accessed by selecting the appropriate bars within the bar chart (via ‘click’). The details will then be exposed in another screen. In addition, all facilities within that alert ‘State’ regardless of time lapsed can be viewed by selecting the “View All” option.

### Guarantees Portal Screen 1.3.2: Home Page/Alert Section



# 1.0 The Guarantees Portal

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## 1.4 Help Section

There are several reference items that can be found via the 'Help' option on the navigation bar which provide help and support for Lenders.

Function	Description
Ask an Expert	<ul style="list-style-type: none"><li>– Each Lender has a given Expert(s).</li><li>– Lender 'End User' queries, if they select this option, will be directed to these individuals (Experts).</li><li>– 'Experts' queries however, will be directed to British Business Bank plc.</li><li>– All queries that require British Business Bank's attention – ought to come via the Lender's 'Experts' via 'Ask BBB' and not directly to the BBB or its employees. This will ensure that the appropriate BBB team member receives the query.</li><li>– If Lenders deal with internal queries by some other mechanism, then this process remains unaffected and should continue i.e. the 'Ask an Expert' option is simply an alternative escalation mechanism for the Lender's 'End Users'.</li></ul>

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Manuals	
Scheme Lender Manuals	The guidance documents for each Scheme e.

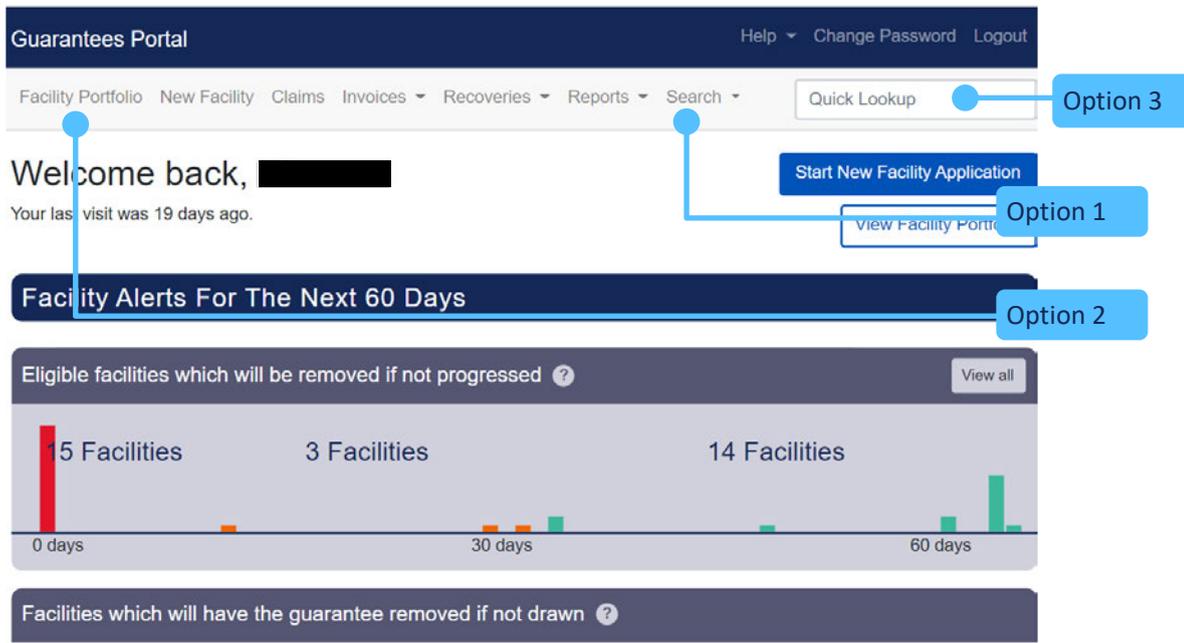
Downloads	
Personal Private Residence Declaration	The document that the Borrower/Guarantor needs to sign that they have voluntarily agreed to utilise the proceeds (either sale or re-mortgage) to reduce their exposure in relation to a facility.

# 1.0 The Guarantees Portal

## 1.5 Search Options

There are several methods of searching for a facility, claim or recovery from the navigation bar as shown in screenshot 1.5.1.

Guarantees Portal Screen 1.5.1: Search Options



Option	Functionality
1. Quick Lookup	Search for a Facility, Claim or Recovery using the unique reference number generated by the Guarantees Portal.
2. Search	Lenders can conduct a specific search for Claims or Facilities.
3. Facility Portfolio	To view the number of facilities within each 'Facility State'.

# 1.0 The Guarantees Portal

## 1.6 Audit Log

An Audit Log can be accessed via the Facility Summary page. It shows the date and time the facility changed states, alongside the name of the user who amended the state.

From the 'Facility Summary' screen, select 'View Audit Log' and the 'Audit Log' screen will be displayed as shown in screenshot 1.6.1. The Audit Log can be printed.

### Guarantees Portal Screen 1.6.1: Audit Log

The screenshot displays the 'Guarantees Portal – Training' interface. At the top, there are navigation links: 'Facility Portfolio', 'New Facility', 'Claims', 'Invoices', 'Recoveries', 'Reports', and 'Search'. A 'Quick Lookup' search box is also present. Below the navigation is a breadcrumb trail: 'Home / Facility Portfolio / Facility XRM8TDF+01'. The main heading is 'Facility audit for XRM8TDF+01'. A summary box contains the following details:

- Facility Scheme: BBLS
- Facility Type: Term Facility
- State: Realised
- Amount: £20,000.00
- Business name: Test
- Last modified: 16/12/2020 15:12:39
- Modified by: [Redacted]

A 'Facility Summary' button is located below the summary box. Below this, a text line states: 'This page provides the facility audit record'. The audit record is presented in a table with the following columns: 'Function', 'From state', 'To state', 'Modified on', and 'By'.

Function	From state	To state	Modified on	By
Check Eligibility	Created	Eligible	14/08/2020 14:13	[Redacted]
Complete	Eligible	Completed	14/08/2020 14:14	[Redacted]
Offer scheme facility	Completed	Offered	14/08/2020 14:15	[Redacted]
Guarantee and initial draw	Offered	Guaranteed	14/08/2020 14:15	[Redacted]
Demand to borrower	Guaranteed	Lender demand	14/08/2020 14:31	[Redacted]
Demand against government guarantee	Lender demand	Demanded	14/08/2020 14:33	[Redacted]
Demand to borrower	Demanded	Lender demand	14/08/2020 14:34	[Redacted]
Demand against government guarantee	Lender demand	Demanded	14/08/2020 14:36	[Redacted]
Create claim	Demanded	Settled	16/12/2020 15:09	[Redacted]
Recovery made	Settled	Recovered	16/12/2020 15:10	[Redacted]
Realise money	Recovered	Realised	16/12/2020 15:12	[Redacted]

## 2.0 Arrears Data Reporting

As part of ongoing portfolio management, British Business Bank continue to work with other Government departments to capture data on the Covid-19 debt scheme portfolio of BBLS, CBILS and RLS. In order to report on the behaviour of the portfolio on behalf of BEIS, HMT and BoE and to fulfil the Bank's IFRS9 reporting obligations, the Bank requires arrears data from lenders until Formal Demand has been issued.

Reporting cadence is monthly on the final working day of each month.

The functionality is exposed via an API for those Lenders who wish to automate the process.

In terms of reporting arrears data onto the portal, the data attributes required are;

- i. Amount in arrears (principal)
- ii. Amount in arrears (interest)
- iii. Days past due

Lenders are encouraged to follow their normal practices when it comes to defining arrears and when a facility is classified as in arrears or not in arrears.

### 2.1 Arrears Definitions

Data Points	Data Point Description
Add Arrears	
Arrears submission date	The date the arrears information was reported
Arrears principal amount	Cumulative principal figure the borrower has missed as part of their repayment schedule
Interest amount	Cumulative interest amount the borrower has missed as part of their repayment schedule
Days past due	The cumulative number of days the underlying borrower has been in arrears for. Depending on when each borrower is due to make a repayment within a month will determine the figure that is populated in this field. The field will not be prescribed to 30, 60 and 90 days. <i>N.B. If a borrower only partially pays down outstanding arrears but does not settle outstanding arrears to '0', the days past due should not return to '0'.</i>
Outstanding principal balance	Sum of outstanding principal balance
Settle Arrears	
Date arrears settled	Arrears settled date
Outstanding principal balance	Sum of outstanding principal balance

#### Example

Scenario: Borrower has a £50,000 BBLS Loan, with 2.5% APR of a 72-month period. Missed first repayment after BIP expiration on 31st May 2021.

## 2.0 Arrears Data Reporting

Date Reported	Days past due	Arrears Principal	Arrears Interest	Outstanding principal balance
30/06/21	30	£783.20	£104.17	£50,000
30/07/21	60	£1,568.03	£206.70	£50,000
27/08/21	90	£2,354.50	£307.60	£50,000
30/09/21	UTD	£0.00	£0.00	£47,645.50
29/10/21	30	£789.75	£97.62	£47,645.50

Where a borrower falls into arrears and subsequently settles the arrears amount within the same month, the Lender is not required to capture and report this data in the portal.

In addition, Lenders will not be required to notify the BBB of partial arrears settlement data. This will be reflected reduced in the arrears amount and outstanding balance at month end.

The BBB will not hold Lenders accountable for fixed volumes. Anticipated volumes are used by the BBB as an anecdotal indicator to allow the BBB to plan ahead from an operational perspective.

## 2.2 Adding Arrears

The 'View Arrears' function on the Facility Summary screen will provide the option to 'Add Arrears'. Selecting this option will display the 'Add Arrears' screen where there are five data fields to fill in.

### Guarantees Portal Screen 2.2.1: View Arrears

#### Arrears for RZKXYNR+01

Facility Scheme: BBL5  
Facility Type: Term Facility  
State: Guaranteed  
Amount: £40,000.00  
Business name: BBB API Demo  
Last modified: 27/05/2021 08:59:36  
Modified by: [REDACTED]

Facility Summary **Add Arrears** Settle Arrears

Date Entered	Days Past Due	Current Facility Balance	Amount In Arrears	Interest In Arrears	Date Arrears Settled
23/05/2021	23	£40,000.00	£100.00	£10.00	

# 2.0 Arrears Data Reporting

## Guarantees Portal Screen 2.2.2: Adding Arrears

### Arrears for RZKXYNR+01

Facility Scheme:	BBLS
Facility Type:	Term Facility
State:	Guaranteed
Amount:	£40,000.00
Business name:	BBB API Demo
Last modified:	27/05/2021 08:59:36
Modified by:	[REDACTED]

[Facility Summary](#)

On what date was the arrears data reported?

From the report date, how many days has the facility been in arrears (days past due)  [days](#)

What is the outstanding principle balance of the facility

What is the cumulative principle amount the borrower has missed as part of their repayment schedule? (Principle amount in arrears)

What is the cumulative interest amount the borrower has missed as part of their repayment schedule? (Interest amount in arrears)

[Submit](#)

## 2.0 Arrears Data Reporting

Question Number	Question	Required Input	Comments
1	On what date was the arrears data reported?	Date arrear submitted.	DD/MM/YYYY, pre-populated
2	From the report date, how many days has the facility been in arrears (days past due).	Number of days payment is overdue.	N/A
3	What is the outstanding principle balance of the facility.	Outstanding principle balance of facility.	N/A
4	What is the cumulative principle amount the borrower has missed as part of their repayment schedule? (Principle amount in arrears)	Sum of principal amount in arrears.	Number to two decimal places
5	What is the cumulative interest amount the borrower has missed as part of their repayment schedule? (Interest amount in arrears)	Sum of total interest.	Number to two decimal places

## 2.3 Editing Arrears

The 'Edit Arrears' functionality allows a Lender to amend incorrect arrears data entered into the portal. Select The 'View Arrears' function on the Facility Summary screen and then the 'Edit' option will be displayed next to the most recent arrears record that has been added or settled. The 'Edit Arrears' screen will display the arrears data fields, prepopulated with the current data. Edit the required data fields before selecting 'submit'. Lenders are only able to edit the latest arrears record.

### Guarantees Portal Screen 2.3.1: View Arrears

#### Arrears for ACWWAE3+01

Facility Scheme: BBL5  
Facility Type: Term Facility  
State: Guaranteed  
Amount: £40,000.00  
Business name: BBB API Demo  
Last modified: 05/08/2021 11:09:22  
Modified by: [REDACTED]

Facility Summary Add Arrears Settle Arrears

Date Entered	Days Past Due	Current Facility Balance	Amount In Arrears	Interest In Arrears	Date Arrears Settled	
05/08/2021	6	£40,000.00	£125.00	£10.02		Edit
05/08/2021	5	£40,000.00	£125.00	£10.01		

## 2.0 Arrears Data Reporting

### Guarantees Portal Screen 2.3.2: Edit Arrears

#### Edit Arrears for ACWWAE3+01

Facility Scheme:	BBL5
Facility Type:	Term Facility
State:	Guaranteed
Amount:	£40,000.00
Business name:	BBB API Demo
Last modified:	05/08/2021 11:09:22
Modified by:	[REDACTED]

[Facility Summary](#)

On what date was the arrears data reported?

From the report date, how many days has the facility been in arrears (days past due)   days

What is the outstanding principal balance of the facility

What is the cumulative principal amount the borrower has missed as part of their repayment schedule? (Principal amount in arrears)

What is the cumulative interest amount the borrower has missed as part of their repayment schedule? (Interest amount in arrears)

# 2.0 Arrears Data Reporting

## 2.4 Settling Arrears

The 'View Arrears' function on the Facility Summary screen will provide the option to 'Settle Arrears'. Selecting this option will display the 'Settle Arrears' screen where there are two data fields to populate.

### Guarantees Portal Screen 2.4.1: View Arrears

### Arrears for RZKXYNR+01

Facility Scheme: BBLS  
Facility Type: Term Facility  
State: Guaranteed  
Amount: £40,000.00  
Business name: BBB API Demo  
Last modified: 27/05/2021 08:59:36  
Modified by: [REDACTED]

[Facility Summary](#) [Add Arrears](#) [Settle Arrears](#)

Date Entered	Days Past Due	Current Facility Balance	Amount In Arrears	Interest In Arrears	Date Arrears Settled
23/05/2021	23	£40,000.00	£100.00	£10.00	

### Guarantees Portal Screen 2.4.2: Settle Arrears

Home / Facility Portfolio / Facility RZKXYNR+01

### Settle Arrears for RZKXYNR+01

Facility Scheme: BBLS  
Facility Type: Term Facility  
State: Guaranteed  
Amount: £40,000.00  
Business name: BBB API Demo  
Last modified: 27/05/2021 08:59:36  
Modified by: [REDACTED]

[Facility Summary](#)

Current facility balance

Date arrears settled

[Submit](#)

## 2.0 Arrears Data Reporting

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Question Number	Question	Required Input	Comments
1	Current facility balance.	Current facility balance.	Number to two decimal places
2	Date arrears settled.	Date arrears settled.	DD/MM/YYYY

---

# 2.0 Arrears Data Reporting

## 2.5 Generate Arrears Report

Arrears data can be viewed via the Arrears report or the Facility report. The Facility report only shows the latest arrears record whilst the Arrears report shows the full history of every arrears added and settled, for every facility, in the portal.

The facility report can also be filtered to only display the facilities currently in arrears in the portal. Select 'Facility report' from the 'Reports' dropdown on the navigation bar, and then tick 'Only show facilities that are in arrears' before generating the report.

Guarantees Portal – Training Help Change Password Logout

Facility Portfolio New Facility Claims Invoices Recoveries Reports Search Quick Lookup

Home

### Facility Report

From this page you can generate a facility report based on your chosen criteria.

This functionality reports on facilities where actions have been completed on the Web Portal.

What is the Scheme Facility Letter start date for your report?

What is the Scheme Facility Letter end date for your report?

What is the 'created' start date for your report?

What is the 'created' end date for your report?

What is the 'last modified' start date for your report?

What is the 'last modified' end date for your report?

Select scheme phase(s)

- Legacy SFLG
- SFLG
- EFG Phase 1 (FY 2009/10)
- EFG Phase 2 (FY 2010/11)
- EFG Phase 3 (FY 2011/12)
- EFG Phase 4 (FY 2012/13)
- EFG Phase 5 (FY 2013/14)
- EFG Phase 6 (FY 2014/15)
- EFG Phase 7 (FY 2015/16)

Select facility type(s)

- Legacy SFLG Term Facility
- SFLG Term Facility
- Asset Finance
- Term Facility
- Invoice Finance
- Revolving Credit
- BBLS Term Facility
- CBILS Asset Finance
- CBILS Term Facility

Select facility state(s)

- All states
- Rejected
- Eligible
- Cancelled
- Incomplete
- Completed
- Offered
- Guaranteed
- Lender demand

Sub lender

To refine your data extraction select the user who created the data

Only show facilities that are in arrears

The Arrears Report can be accessed from the same 'Reports' drop-down on the navigation bar.

The search can be narrowed using one or more of the following parameters:

- Created start and End date – Searches for arrears records added or settled in the portal during

## 2.0 Arrears Data Reporting

this time period.

- Facility Type
- Facility State
- Latest Arrears record – Searches for the latest arrears record for every facility

Once the required parameters have been entered, the User must click on the 'Submit' button. This will display a summary/number of the Arrears records that match the parameters.

Select 'Generate Report' to submit the request.

To edit the search criteria the User must re-generate the report.

### Guarantees Portal Screen 2.5.1: Generate Arrears Report

Guarantees Portal – Training Help Change Password Logout

Facility Portfolio New Facility Claims Invoices Recoveries Reports Search

[Home](#)

### Arrears Report

From this page you can generate an arrears report.

What is the earliest date on which an arrears record was created to include? (optional)

What is the latest date on which an arrears record was created to include? (optional)

Select facility type(s) (optional)

- Legacy SFLG Term Facility
- SFLG Term Facility
- Asset Finance
- Term Facility
- Invoice Finance
- Revolving Credit
- BBL Term Facility
- CBILS Asset Finance
- CBILS Term Facility

Which facility states should be included? (optional)

- Guaranteed
- Lender demand

Only show latest arrears record

## 3.0 Lender Demand

If a Facility is in the 'Guaranteed' state, then the Facility Summary screen will show the following nine options:

### Guarantees Portal Screen 3.1: Lender Demand

Facility Summary for L3SAPER+01 Export CSV

**Facility Scheme:** BBLS  
**Facility Type:** Term Facility  
**State:** Guaranteed  
**Amount:** £40,000.00  
**Business name:** BBB API Demo  
**Last modified:** 27/05/2021 14:08:01  
**Modified by:** [REDACTED]

1 Facility Details   2 Facility Changes   3 View Audit Log

4 View Arrear   5 Change Amount or Term   6 Facility Top-up   7 Demand to Borrower   8 Repay Facility

9 Data Correction

Current Repayment Plan

The 'Demand to Borrower' option will present the 'Facility Demand to Borrower' screen, where there are five data fields to be filled in:

### Guarantees Portal Screen 3.2: Facility Demand to Borrower

Facility Demand to Borrower

From this page you can record the details of a first or subsequent demand made on the borrower.

If the demand is subsequently satisfied, the change should be recorded using the 'Change Amount or Terms' screen in order to return the facility to a state of Guaranteed.

Was a demand letter sent?  Yes  No

What is the outstanding Scheme Facility Balance owed by the Borrower to the Lender as at the date of Final Demand? £

What was the amount for which demand was made on the borrower (as recorded on the demand letter)? £

What was the date that demand was made on the borrower (date of demand letter)?

Suspected fraud reason  ▼

Submit

## 3.0 Lender Demand

Data Points if a Formal Demand Letter has been issued:

Question Number	Question	Input	Comments
1	Was a demand letter sent?	Yes or No tickbox	
2	What is the Outstanding Scheme Facility Balance owned by the Borrower to the Lender as at the date of Final Demand?	Enter Outstanding Scheme Facility Balance as at the date of Final Demand	This balance is expected to be no greater than the amount on the demand letter. Please ensure the balance entered is correct before submitting this form. For CBILS Term Loan and Asset Finance this is just Principal.
3	What was the amount for which demand was made on the borrower (as recorded on the demand letter)?	Enter amount	This value must match what was on the demand letter.
4	What was the date that demand was made on the borrower (date of demand letter)?	Enter date in DD/MM/YYYY format	N/A
5A	Suspected fraud reason.	Drop-down list, select one of the five options	If First Party Fraud is selected then a secondary list will display
5b	Fraud category IDs (BBLs only)	Select all options that apply	Multiple choice is allowed. This is an optional field.

Data points if a Formal Demand could not be issued:

Question Number	Question	Input	Comments
1	Was a demand letter sent?	Yes or No tickbox	
2	What is the outstanding Scheme Facility Balance owed by the Borrower to the Lender as at the date of Final Demand?	Enter Outstanding Scheme Facility Balance as at the date of Final Demand	For CBILS Term Loan and Asset Finance this is just Principal.
3	What was the date that the borrower defaulted (date of default)?	Enter date in DD/MM/YYYY format	
4a	Suspected fraud reason.	Drop-down list	If First Party Fraud is selected then a secondary list will display
4b	Fraud category IDs (BBLs only)	Select all options that apply	Multiple choice is allowed. This is an optional field.

## 3.0 Lender Demand

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Question Number	Question	Input	Comments
5	What was the reason a demand letter could not be sent?	Drop Down List	

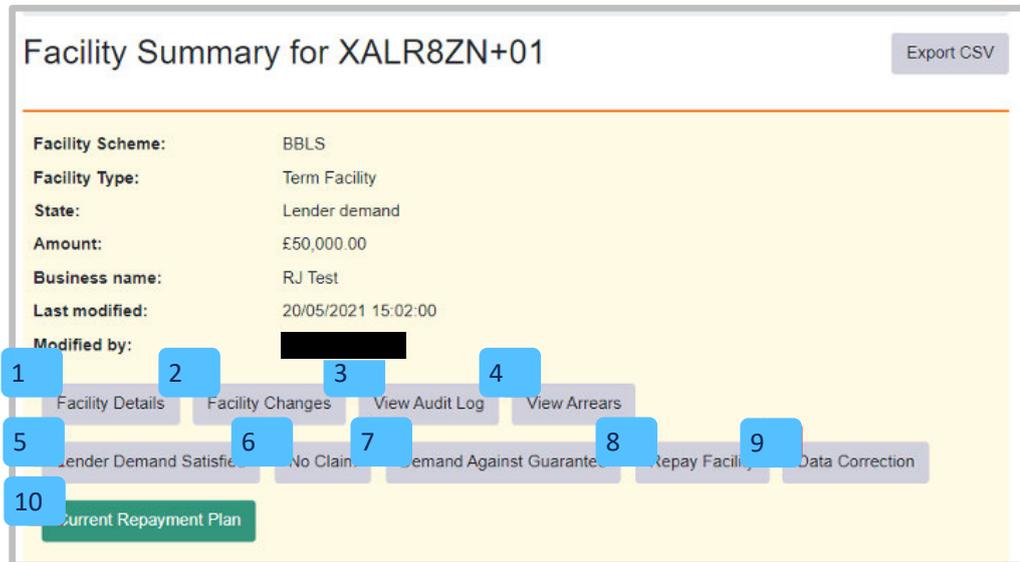
---

# 4.0 Actions After Lender Demand

## 4.1 Actions Available

If the facility is in the 'Lender Demand' state, then the 'Facility Summary' will show ten possible actions:

Guarantees Portal Screen 4.1: Facility Summary (Demanded)



## 4.0 Actions After Lender Demand

#	Option	Details	Chapter reference
1	Facility Details	To view details of the facility.	
2	Facility Changes	To view any changes that have been made to the facility.	
3	View Audit Log	To view audit details specific to the facility.	1.6
4	View Arrears	To view details of arrears.	2.1
5	Lender Demand Satisfied	Record the date of change that the borrower has satisfied the demand, any changes to the facility should be recorded using the 'Change Amount or Terms' screen. This reverts the facility back to the Guaranteed state	
6	No Claim	From this page you can record the date that a decision was made not to make Demand against the Guarantee. This is an end state for the facility and should not be used to revert the facility to Guaranteed.	
7	Demand Against Guarantee	Presents the 'Demand Against Government Guarantee' screen so that a Lender can make a claim.	9.0
8	Repay Facility	To enter the date the facility was Repaid in full by the borrower..	
9	Data Correction	Allows the correction of facility details.	
10	Current Repayment Plan	To view details of the Repayment Plan.	

## 5.0 Claims Process

The 'Demand against Government Guarantee' option from the 'Facility Summary' screen will allow a Lender to advise the Guarantees Portal that a claim is being made under the Guarantee. Claims can be submitted in the portal at any time throughout a Claim Period.

At the point of submission the Guarantees Portal will perform reconciliation checks to determine the validity of the claim. If any errors arise then the Lender must correct them before resubmitting or contact [Guarantee.Ops@british-business-bank.co.uk](mailto:Guarantee.Ops@british-business-bank.co.uk).

At the end of the Claim Period the Lender is required to generate and submit an e-invoice in respect of all the claims they have submitted during that Claim Period. Please refer to section 6.0 for further details on e-invoicing.

BBB will advise the Lender of progress of the Claim by changing the status of the Claim Record in the Guarantees Portal. Please refer to section 5.6 for further details on Claim States.

As with all activity under the scheme, demands against the Government Guarantee are subject to audit. Please refer to the Legal Agreement and/or Scheme Lender Manual for further details.

### 5.1 Submitting a Claim

A Lender can submit a Claim by selecting the 'Demand Against Guarantee' option. There are seven data fields to be populated:

#### Guarantees Portal 5.1.1: Demand Against Government Guarantee

The screenshot shows the 'Demand Against Government Guarantee' form in the Guarantees Portal. The form is titled 'Demand Against Government Guarantee' and is located under the breadcrumb 'Home / Facility Portfolio / Facility F5VXPDX+01'. The form contains the following fields and options:

- What is the date the Demand is being made against the Scheme Guarantee? (This should be today's date)**: 25/05/2021
- Claim reason**: Insolvency/Default (selected)
- Amount of recoveries that have been made against this facility**: £ [input field]
- Have any recoveries been received from sale or re-mortgage of the Borrower's or Guarantors Principle Private Residence?**:  Yes  No
- What is the outstanding balance owed by the borrower, less recoveries?**: £ [input field]
- What is the outstanding interest owed by the borrower?**: £ [input field]
- Claim amount**: £ 0.00
- 100% guarantee rate**: (checkbox)
- Please select the suspected fraud reason**: None suspected (selected)
- Please select the primary cause of business failure**: Please select (dropdown)
- Please provide any further information you consider appropriate to the reason for your claim against the Scheme Guarantee**: [text area]

A 'Submit' button is located at the bottom of the form.

# 5.0 Claims Process

## Business Information

Question Number	Question	Required Input	Comments
1	What is the date the Demand is being made against the Scheme Guarantee? (This should be today's date)	Prepopulated with today's date	BBLs: Cannot be 12 months or greater after final demand was issued Cannot be more than 18 months for CBILS and RLS after final demand was issued.
2	Claim reason.	Prepopulated	N/A
3	Amount of recoveries that have been made against this facility.	Recoveries amount	N/A
4	Have any recoveries been received from sale or re-mortgage of the Borrower's or Guarantors Principle Private Residence?	Yes or No for Principal Private Residence	N/A
5	What is the outstanding balance owed by the borrower, less recoveries?	Outstanding principle balance at the point of making a claim	Cannot be greater than the outstanding balance as at Final Demand.
6a	What are the outstanding fees owed by the borrower?	Only applicable for CBILS RCF and Invoice Finance facilities	This will be combined in the facility balance
6b	What is the outstanding interest owed by the borrower?	Only applicable for BBLs, CBILS RCF & Invoice Finance	CBILS: N/A BBLs: Cannot be greater than the allowed 2.5% interest
7	Claim amount.	Prepopulated claim figure based on preceding inputs	(Outstanding principal balance * guarantee fee percentage
8a	Please select the suspected fraud reason.	Select from drop down list	BBLs only : If First Party Fraud is selected then a secondary list will appear.
8b	Fraud category IDs (BBLs only)	Select all options that apply	Multiple choice is allowed. This is an optional field.
9	Please select the primary cause of business failure.	Select from drop down list	N/A
10	Please provide any further information you consider appropriate to the reason for your claim against the Scheme Guarantee.	Optional	N/A

# 5.0 Claims Process

After completing the form, select 'Submit' to proceed. The Guarantees Portal will change the facility state to 'Demanded' and show the claim details.

## 5.2 View Claim Details

The Claim Details screen allows Lenders to view the the data submitted for the Claim. It also shows an Audit Log of when the Claim moved states and the name of the User who last modified the Claim.

There are multiple ways that a Lender can access the Claim Details screen, via the Facility Summary page, the Claims Dashboard, Invoice Details screen and search functionality.

### Guarantees Portal 5.2.1: Claims Details Screen

The screenshot shows the 'Guarantees Portal' interface. At the top, there is a navigation bar with 'Help', 'Change Password', and 'Logout'. Below this is a breadcrumb trail: 'Home / Claims / Claim: MTNHNKUW-CLM'. The main heading is 'Details for Claim MTNHNKUW-CLM'. A yellow box highlights the 'State' as 'Settled'. Other details include 'Facility: 9VUQB6YD+01', 'Last modified: 19/07/2021 14:39', and 'Modified by: BBB Claim Reconciliation API User 1'. A 'View Invoice' button is present. Below this, the claim is categorized into 'Submitted', 'Invoiced', 'Reconciled', and 'Settled' sections, each with a table of details.

Submitted	
What is the date the Demand is being made against the Scheme Guarantee? (This should be today's date)	01/07/2021
Amount of recoveries that have been made against this facility	£0.00
Have any recoveries been received from sale or re-mortgage of the Borrower's or Guarantors Principal Private Residence?	No
What is the outstanding balance owed by the borrower, less recoveries?	£300,000.00
Claim amount	£240,000.00
What was the primary cause of business failure?	Increase in interest rates on existing debts
Additional explanatory comments regarding the reason for demand against the guarantee	TEST

Invoiced	
Date Invoiced	19/07/2021

Reconciled	
Date reconciled	19/07/2021 14:39:19

Settled	
What is the lender's Invoice reference?	/invoices/1418
System generated reference	INV:BBBTT1-CBLS-Q3-21
What was the date that the Demand against the Government Guarantee was settled?	19/07/2021
Settlement adjustment amount	£0.00
Settled amount	£240,000.00

## 5.3 Amending a Claim

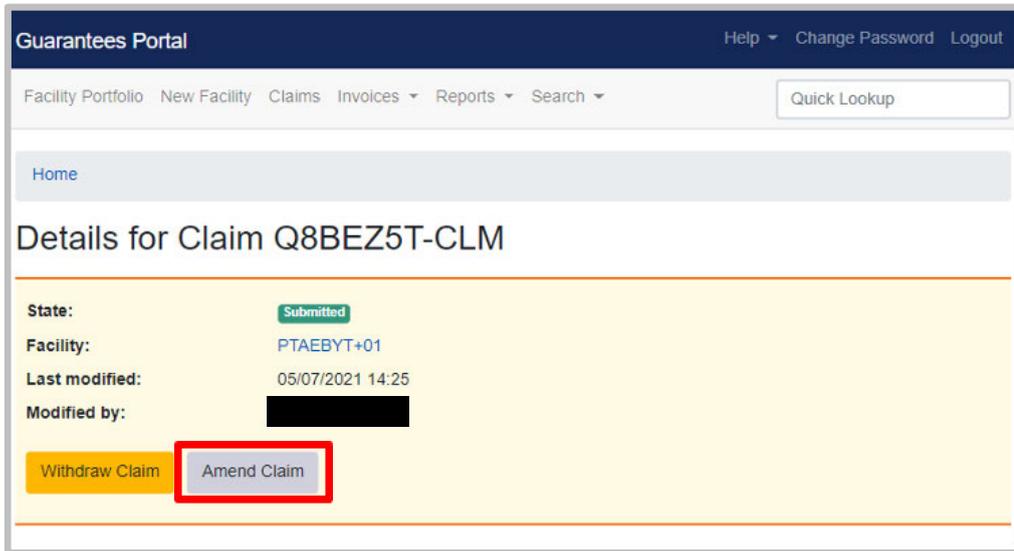
The 'Amend Claim' functionality allows Lenders to amend the Claim Details of a submitted claim. The Lender is able to amend a claim at any point up until the claim is in the state 'Reconciled'.

If the outstanding values are changed then the portal will recalculate the claimable amount. The claimable amount itself cannot be directly amended. If a claim has been invoiced but not yet reconciled and the claimable amount is changed, then the invoice will need to be resubmitted and the Operating Centre notified via the uk\_guarantee\_ops@pwc.com mailbox. Please see section 6.3 for further details on this process.

# 5.0 Claims Process

The 'Amend Claim' option can be accessed via the Claims Details screen.

## Guarantees Portal 5.3.1: Claims Details Screen



The 'Amend Claim' screen will present the current Claim Details, as shown in Screenshot 5.3.2. All the data fields can be amended except the prepopulated fields and claim date. For further information on the data fields please see section 5.1.

# 5.0 Claims Process

## Guarantees Portal 5.3.2: Amend Claim Screen

### Amend Claim

From this page you can amend the details of an existing claim.

What is the date the Demand is being made against the Scheme Guarantee? (This should be today's date)

Claim reason

Amount of recoveries that have been made against this facility

Have any recoveries been received from sale or re-mortgage of the Borrower's or Guarantors Principle Private Residence?  Yes  No

What is the outstanding balance owed by the borrower, less recoveries?

What is the outstanding interest owed by the borrower?

Claim amount   
100% guarantee rate

Please select the suspected fraud reason

Please select the primary cause of business failure

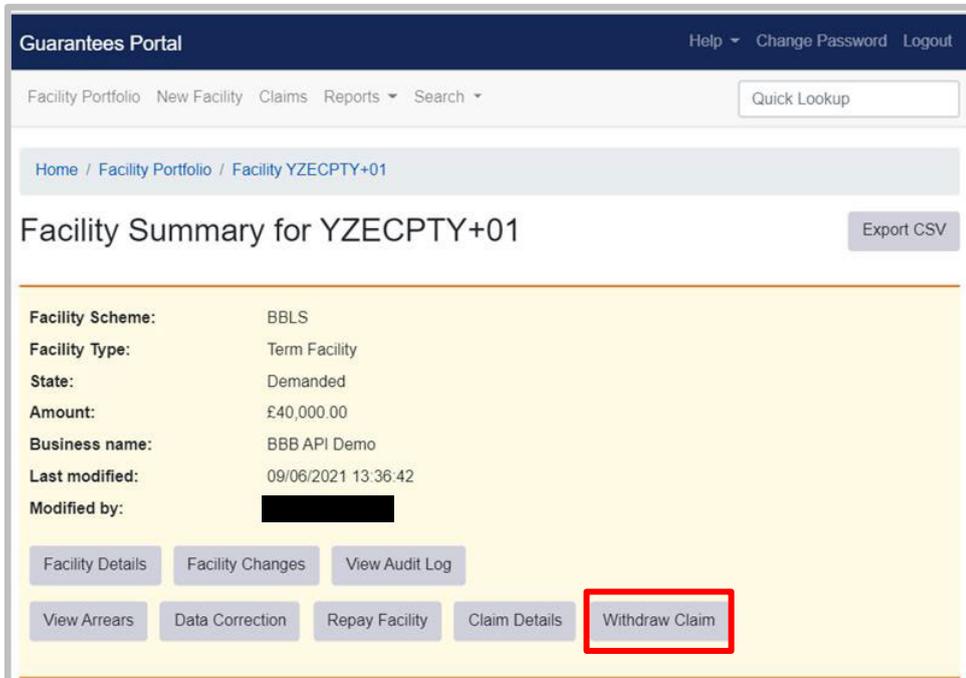
Please provide any further information you consider appropriate to the reason for your claim again the Scheme Guarantee

# 5.0 Claims Process

## 5.4 Withdrawing a Claim

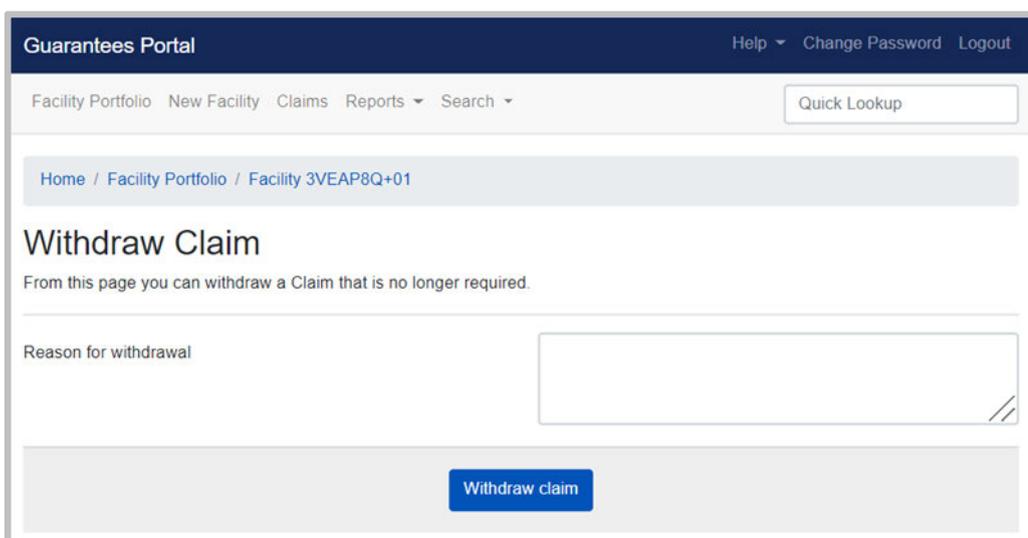
The Withdraw Claim functionality allows Lenders to withdraw a claim that is no longer required. This action will revert the Facility back to the state of Lender Demand.

### Guarantees Portal Screen 5.4.1: Facility Summary in Demanded



There is a single data field where Lenders can enter the reason for withdrawal.

### Guarantees Portal Screen 5.4.2: Withdraw Claim



After withdrawing a claim, Lenders will be able to see this has been confirmed on the Claim Details screen. The facility will then be in a state of Lender Demand.

## 5.0 Claims Process

### Guarantees Portal Screen 5.4.3: Claims Details

Claim successfully withdrawn

Home

#### Details for Claim ULSGKH-X-CLM

Facility	3VEAP8Q+01
State	Withdrawn
Reason for withdrawal	

#### Demand Against Government Guarantee

What is the date the Demand is being made against the Scheme Guarantee? (This should be today's date)	09/06/2021
What is the outstanding balance owed by the borrower, less recoveries?	£40,000.00
Claim amount	£41,000.00
Additional explanatory comments regarding the reason for demand against the guarantee	Claims Submission via API

## 5.5 Claims Dashboard

The Claims Dashboard can be accessed via the 'Claims' option on the main navigation bar.

### Guarantees Portal Screen 5.5.1: Navigation Bar

Guarantees Portal Help Change Password Logout

Facility Portfolio New Facility **Claims** Reports Search

The Claims Dashboard will display the portfolio of claims that a Lender has and the current state each claim is in. There are several filters that can be applied. To do this, Lenders can select from the drop-down lists of each filter and then select 'Filter Claims'.

# 5.0 Claims Process

## Guarantees Portal Screen 5.5.2: Claims Dashboard

Guarantees Portal

Facility Portfolio New Facility Claims Reports Search Quick Lookup

Home

### Claims

Scheme: Any Sub-lender: Any Period Quarter: Any Period Year: Any

Filter Claims

All 9521 Submitted 13 Invoiced 0 Reconciled 0 Withdrawn 30 Settled 3478 Ineligible 0

Reference	Lender	Facility	Submitted	Amount	Period	Status
LDPFND3-CLM	lender-15	9BC117R-01	14/06/2007	£36,793.97	Q2 2007	Settled
C69ANZQ-CLM	lender-15	PML0PSO-01	18/02/2008	£43,244.39	Q1 2008	Settled
LWKECFB-CLM	lender-15	VXVYYL4-01	25/09/2007	£40,442.18	Q3 2007	Settled
RMR43E7-CLM	lender-15	85WPGSP-01	15/06/2011	£23,436.20	Q2 2011	Settled
Q92XXY3-CLM	lender-15	HQIFGTA-01	07/09/2010	£43,611.53	Q3 2010	Settled
BTD2ZMW-CLM	lender-15	Q1X0LEL-01	06/05/2015	£2,199.39	Q2 2015	Settled
EYRFACF-CLM	lender-15	H6QEN8B-01	05/02/2007	£29,239.85	Q1 2007	Settled
DQ8P8Y5-CLM	lender-15	W5BVVMG-01	10/09/2007	£56,989.60	Q3 2007	Settled
6MRUCSU-CLM	lender-15	9MH4P8S-01	08/05/2009	£17,270.27	Q2 2009	Settled
LFLXP57-CLM	lender-15	JQX60BK-01	11/03/2008	£37,338.44	Q1 2008	Settled
67F4FZ9-CLM	lender-15	ERTTDVX-01	14/10/2009	£14,740.50	Q4 2009	Settled
A8BPYSU-CLM	lender-15	KSZSEBJ-01	06/12/2006	£71,233.32	Q4 2006	Settled
RQRGRVS-CLM	lender-15	VISU6F5-01	25/03/2009	£13,362.56	Q1 2009	Settled
8G3QG83-CLM	lender-15	CL2J67L-01	18/04/2007	£35,332.12	Q2 2007	Settled
ZYBPGQB-CLM	lender-15	LK60E9R-01	12/05/2011	£55,184.27	Q2 2011	Settled

## 5.6 Claim States

Claims are recorded within the Guarantees Portal as being in one of the 'States' listed below.

State	Description	Where to raise queries
Submitted	The claim has been submitted by the Lender.	Guarantee.Ops@british-business-bank.co.uk
Invoiced	A claim e-invoice has been submitted that includes this claim	Guarantee.Ops@british-business-bank.co.uk
Reconciled	The claim has been fully reconciled.	uk_guarantee_ops@pwc.com

## 5.0 Claims Process

---

State	Description	Where to raise queries
Withdrawn	The claim has been cancelled by the lender. If it has been invoiced then the claim will also be withdrawn from the claim e-invoice.	<a href="mailto:uk_guarantee_ops@pwc.com">uk_guarantee_ops@pwc.com</a>
Settled	The claim has been settled due to the invoice being paid.	<a href="mailto:uk_guarantee_ops@pwc.com">uk_guarantee_ops@pwc.com</a>
Ineligible	The claim is ineligible under the terms of the guarantee.	<a href="mailto:uk_guarantee_ops@pwc.com">uk_guarantee_ops@pwc.com</a>

---

### 5.6.1 Claims Type

Description	Applicable
Insolvency/Default	Claims type is set when a business failure is chosen.
Fraud	Claims type is set when a suspected fraud reason is chosen.

---

## 6.0 Claim E-Invoicing

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Lenders must generate and submit a Claim E-Invoice using the portal by day 5 after the end of the Claim Period to which the Claim Invoice refers, where reasonably practicable.

The e-invoicing functionality will automatically aggregate claims submitted within the portal for the given quarter. The Lender can then review a summary of the claims and value before submitting. Only one Claim E-Invoice may be submitted, per scheme, to the BBB in respect of any Claim Period.

If a Lender requires to invoice for claims submitted in the portal outside of the quarter to which the invoice refers to, then they will need to contact [Guarantee.Ops@british-business-bank.co.uk](mailto:Guarantee.Ops@british-business-bank.co.uk).

The BBB will perform validity checks and reconciliation of the Claim E-Invoice. If we have queries in relation to your submission, we will communicate these to you by way of email.

The BBB will advise the Lender of the settlement of the E-Invoice by changing the status of the invoice record on the Guarantees Portal. Please refer to section 6.2 for further details on claim e-invoicing states. Once the E-Invoice has been reconciled and is in the state "Ready for Payment", the Lender can download a PDF version.

Guarantee claim payments will be made to the account nominated by the Lender for their BIP payment, or otherwise during their scheme accreditation process. Where a Lender has not provided account details, or wishes to change their account details, the details of the account should be provided no later than 15 business days before the end of the relevant quarter. Lenders must notify our Operating Centre at [uk\\_guarantee\\_ops@pwc.com](mailto:uk_guarantee_ops@pwc.com).

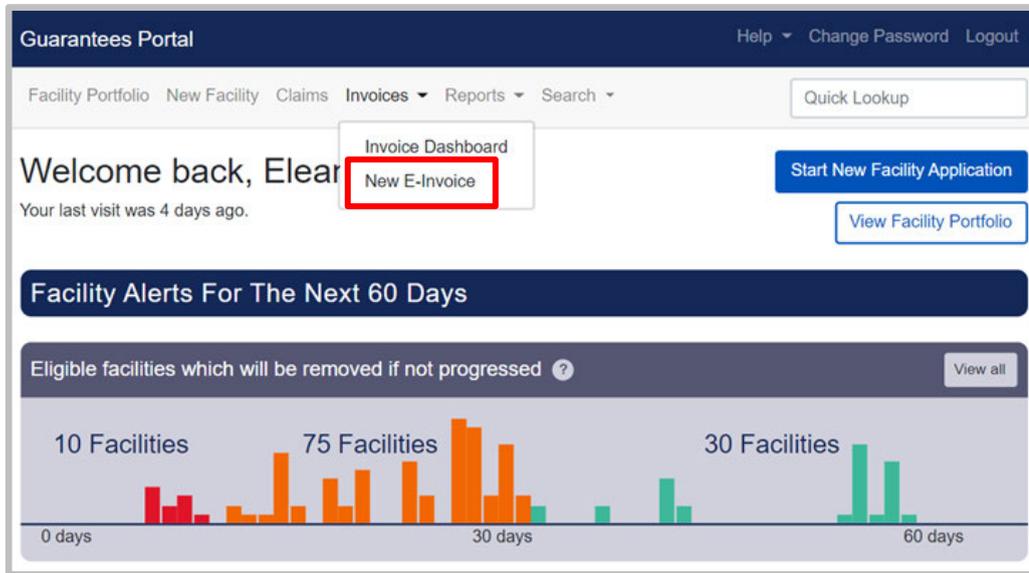
Please note this functionality will be available for all BBLs, CBILs, EFG and RLS. For queries, accredited Lenders should contact [guarantee.ops@british-business-bank.co.uk](mailto:guarantee.ops@british-business-bank.co.uk).

# 6.0 Claim E-Invoicing

## 6.1 Generate and Submit E-Invoice

The e-invoicing function can be accessed via the 'Invoices' drop-down menu on the main navigation bar.

### Guarantees Portal Screen 6.1: Home Page



When generating an e-invoice, the Lender must select which scheme and claim period they are invoicing for from the drop-down list. It is only possible to produce one E-Invoice per scheme. The E-Invoice will include all claims submitted in the portal within the given quarter. The Lender must use the 'Withdraw Claim' functionality to remove any claims they do not want to invoice for.

Lenders can select the 'Include recoveries outside chosen period' button if it is agreed with BBB that they can include claims submitted outside of the quarter that the invoice refers to.

# 6.0 Claim E-Invoicing

## Guarantees Portal Screen 6.2: Generate Claim E-Invoice

Guarantees Portal Help Change Password Logout

Facility Portfolio New Facility Claims Invoices Recoveries Reports Search

[Home](#)

### Generate claim e-invoice

Select scheme

Select claim period

Include claims outside chosen period   
Only use if agreed with BBB

Before submitting the E-Invoice, Lenders will need to enter their sort code and account number and then confirm the details are correct. Clicking the 'Submit' button will automatically submit the invoice to British Business Bank for processing.

# 6.0 Claim E-Invoicing

## Guarantees Portal Screen 6.3: Claim Invoice Summary

Guarantees Portal Help Change Password Logout

Facility Portfolio New Facility Claims Invoices Reports Search

Home / Claim invoice summary

### Bounce Back Loan Scheme

#### Lender 15 Sub Lender 1

Term Facility		
Submitted claims	8	£326,000.00
Ineligible claims	-1	-£41,000.00
Term Facility sub-total:	7	£285,000.00
<b>Lender 15 Sub Lender 1 sub-total:</b>	<b>7</b>	<b>£285,000.00</b>

#### Lender 15 Sub Lender 2

Term Facility		
Submitted claims	1	£41,000.00
Term Facility sub-total:	1	£41,000.00
<b>Lender 15 Sub Lender 2 sub-total:</b>	<b>1</b>	<b>£41,000.00</b>

#### Lender 15 Sub Lender 3

Term Facility		
Submitted claims	2	£80,000.00
Term Facility sub-total:	2	£80,000.00
<b>Lender 15 Sub Lender 3 sub-total:</b>	<b>2</b>	<b>£80,000.00</b>

<b>Invoice total:</b>	<b>10</b>	<b>£406,000.00</b>
-----------------------	-----------	--------------------

Enter the account details the invoice should be paid into:

Sort code

Account number

I confirm these details are correct and agree to invoice British Business Bank for the amount shown subject to reconciliation checks

# 6.0 Claim E-Invoicing

---

## 6.2 E-Invoice States

Claim E-Invoices are recorded within the Guarantees Portal as being in one of the 'States' listed below.

State	Description	Where to raise queries
Submitted	The e-invoice has been submitted by the Lender	<a href="mailto:Guarantee.Ops@british-business-bank.co.uk">Guarantee.Ops@british-business-bank.co.uk</a>
Ready for Payment	The claims within the e-invoice have been reconciled and the Guarantee claim payment is ready for payment by the BBB	<a href="mailto:uk_guarantee_ops@pwc.com">uk_guarantee_ops@pwc.com</a>
Awaiting Resubmission	If the invoiceable amount changes due to claims within the invoice being updated, then the e-invoice will need to be resubmitted by the Lender.	<a href="mailto:uk_guarantee_ops@pwc.com">uk_guarantee_ops@pwc.com</a>
Paid	The Guarantee claim payment has been paid by the BBB to the Lender	<a href="mailto:uk_guarantee_ops@pwc.com">uk_guarantee_ops@pwc.com</a>
Cancelled	The e-invoice has been cancelled by the Lender	<a href="mailto:uk_guarantee_ops@pwc.com">uk_guarantee_ops@pwc.com</a>
Withdrawn	The e-invoice has been withdrawn. This can only be completed by BBB upon request from a Lender.	<a href="mailto:Guarantee.Ops@british-business-bank.co.uk">Guarantee.Ops@british-business-bank.co.uk</a>

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## 6.3 Resubmitting an E-invoice

Following the submission of a claims E-Invoice, there are exceptional circumstances where the invoiced claims will need to be updated.

If a Lender amends or withdraws a claim that has been invoiced, then the E-Invoice will need to be resubmitted to reflect the updated claim amount. Invoices that need to be resubmitted will have the state 'Awaiting Resubmission' on the Invoice Dashboard.

Once a claim E-Invoice has been resubmitted, please notify the Operating Centre via the [uk\\_guarantee\\_ops@pwc.com](mailto:uk_guarantee_ops@pwc.com) mailbox.

When an invoice is moved to the state 'Awaiting Resubmission', the functionality to re-submit it will appear on the Invoice Details page (6.3). The Invoice Details page can be accessed either via the Invoice Dashboard or the Claims Details page.

# 6.0 Claim E-Invoicing

## Guarantees Portal Screen 6.3: Invoices

The screenshot displays the 'Guarantees Portal' interface. At the top, there is a navigation bar with 'Help', 'Change Password', and 'Logout' options. Below this is a secondary navigation bar with 'Facility Portfolio', 'New Facility', 'Claims', 'Invoices', 'Reports', and 'Search' menus, along with a 'Quick Lookup' search box. The main content area shows a breadcrumb trail 'Home / Invoices' and the title 'Invoice INV-LT1-CBILS-Q3-21'. A yellow box contains the following details: 'State: Awaiting Resubmission', 'Created at: 12/07/2021 11:19', 'Created by: [Redacted]', and 'Last updated at: 12/07/2021 13:28'. Below these details are two buttons: 'View Claims' and 'Re-submit Invoice', with the latter highlighted by a red border. A 'Submitted' section follows, displaying 'Sort code 01-01-01' and 'Account number XXXX5678'.

Select 'Re-submit Invoice' to generate, view and update the E-Invoice summary page (6.3.1). Lenders will need to enter their sort code and account number, then confirm the details are correct before selecting 'Submit'.

# 6.0 Claim E-Invoicing

## Guarantees Portal Screen 6.3.1: Resubmit Claim E-Invoice

Guarantees Portal Help Change Password Logout

Facility Portfolio New Facility Claims Invoices Reports Search

Home / Resubmit claim e-invoice

### Coronavirus Business Interruption Loan Scheme

#### PGMS (GLASGOW) LIMITED

<b>Asset Finance</b>		
Submitted claims	1	£7,200.00
Asset Finance sub-total:	1	£7,200.00
<b>Term Facility</b>		
Submitted claims	1	£9,375.19
Term Facility sub-total:	1	£9,375.19
<b>Invoice Finance</b>		
Submitted claims	1	£9,375.19
Invoice Finance sub-total:	1	£9,375.19
<b>Revolving Credit</b>		
Ineligible claims	-1	-£9,375.19
Revolving Credit sub-total:	0	£0.00
<b>PGMS (GLASGOW) LIMITED sub-total:</b>	<b>3</b>	<b>£25,950.38</b>
<b>Invoice total:</b>	<b>3</b>	<b>£25,950.38</b>

Enter the account details the invoice should be paid into:

Sort code

Account number

I confirm these details are correct and agree to invoice British Business Bank for the amount shown subject to reconciliation checks

Once Lenders have resubmitted the invoice, they will see that this has been confirmed by the flag shown in 6.3.2. The status of the invoice will also change to 'Submitted'.

# 6.0 Claim E-Invoicing

## Guarantees Portal Screen 6.3.2: Invoice Resubmitted

The screenshot displays the Guarantees Portal interface. At the top, there is a navigation bar with the title 'Guarantees Portal' and links for 'Help', 'Change Password', and 'Logout'. Below this is a secondary navigation bar with links for 'Facility Portfolio', 'New Facility', 'Claims', 'Invoices', 'Reports', and 'Search', along with a 'Quick Lookup' search box. A green notification banner at the top of the main content area states 'Invoice re-submitted successfully'. Below the notification is a breadcrumb trail: 'Home / Invoices'. The main heading is 'Invoice INV-LT1-CBILS-Q3-21'. A yellow information box contains the following details: 'State: Submitted', 'Created at: 12/07/2021 11:19', 'Created by: [Redacted]', and 'Last updated at: 13/07/2021 15:18'. A 'View Claims' button is located below this box. Under the heading 'Submitted', there are two rows of data: 'Sort code 01-01-01' and 'Account number XXXX5678'.

Guarantees Portal Help Change Password Logout

Facility Portfolio New Facility Claims Invoices Reports Search Quick Lookup

Invoice re-submitted successfully

Home / Invoices

### Invoice INV-LT1-CBILS-Q3-21

**State:** Submitted

**Created at:** 12/07/2021 11:19

**Created by:** [Redacted]

**Last updated at:** 13/07/2021 15:18

View Claims

#### Submitted

Sort code	01-01-01
Account number	XXXX5678

# 6.0 Claim E-Invoicing

## 6.4 Invoice Dashboard

The Invoice Dashboard allows Lenders to view all invoices submitted and filter these by scheme, Sub-Lender, period quarter, period year and invoice state.

Guarantees Portal Screen 6.4.1: Invoice Dashboard

Reference	State	Lender	Scheme	Submitted	Amount	Claim Period
523032-INV	Paid	lender-15	SFLG	2006-10-27	£121,679.73	Q3 2006
061779-INV	Paid	lender-15	SFLG	2008-07-08	£3,137,609.15	Q2 2008
900115-INV	Paid	lender-15	Legacy SFLG	2010-01-08	£211,858.50	Q4 2009
247962-INV	Paid	lender-15	SFLG	2010-01-08	£258,230.25	Q4 2009
372011-INV	Paid	lender-15	SFLG	2010-01-08	£806,301.00	Q4 2009
678749-INV	Paid	lender-15	Legacy SFLG	2010-01-08	£67,509.00	Q4 2009
850891-INV	Paid	lender-15	SFLG	2010-01-08	£1,078,048.80	Q4 2009

Selecting an invoice from the Invoice Dashboard will produce the 'Invoice Details' screen.

# 6.0 Claim E-Invoicing

## 6.5 View E-invoice Details

The Invoice Details screen allows Lenders to view the the claims within an invoice and a summary of the invoice. It also shows an Audit Log of when the invoice moved states and the name of the user who created the invoice.

The Invoice Details screen can be accessed via the Invoice Dashboard or through the search function, using the Unique Invoice Reference.

### 6.5.1 Generate a PDF E-Invoice

In order for Lenders to download a PDF of the E-Invoice, the invoice must be in the state of 'Ready for Payment' or 'Paid'. When the invoice is in either of these states, the Invoice Details screen will show the functionality to download the PDF.

#### Guarantees Portal Screen 6.5.1: Invoice Details Screen

The screenshot displays the 'Guarantees Portal' interface. At the top, there are navigation links: 'Facility Portfolio', 'New Facility', 'Claims', 'Invoices', 'Reports', and 'Search', along with a 'Quick Lookup' search box. The breadcrumb trail is 'Home / Invoices'. The main heading is 'Invoice INV-42-CLBILS-Q2-21'. Below this, a yellow box contains the following details:

- State:** Ready For Payment
- Created at:** 28/06/2021 11:28
- Created by:** [Redacted]
- Last updated at:** 28/06/2021 13:51

At the bottom of this yellow box are two buttons: 'View Claims' and 'Download PDF' (highlighted with a red border). Below the yellow box is a section titled 'Submitted' with a table:

<b>Sort code</b>	01-01-01
<b>Account number</b>	XXXX2300

# 7.0 Recoveries Process

The Recoveries process is for when a Lender recovers some or all of the outstanding scheme Facility after the settlement of a Claim. Please refer to the Legal Agreement and Lender Manual for further details.

A Lender can submit a post-claim recovery once the claim has been settled and the facility is in one of the following states: Settled, Recovered or Realised.

The 'Recovery Made' functionality on the Facility Summary page allows Lenders to record that an eligible recovery has been made and a value is due to the UK Government.

At the end of a quarter, the Lender is required to generate and submit an e-remittance in respect of all the recoveries they have submitted during that quarter. Please refer to section 8.1 for further details on e-remittance.

## 7.1 Submitting a recovery

A Lender can submit a recovery by selecting the 'Recovery Made' option.

### Guarantees Portal Screen 7.1.1: Facility Summary

The screenshot shows the 'Guarantees Portal' interface. At the top, there is a navigation bar with 'Guarantees Portal' on the left and 'Help', 'Change Password', and 'Logout' on the right. Below this is a secondary navigation bar with links for 'Facility Portfolio', 'New Facility', 'Claims', 'Invoices', 'Recoveries', 'Reports', and 'Search', along with a 'Quick Lookup' search box. The breadcrumb trail reads 'Home / Facility Portfolio / Facility A649NDY+01'. The main heading is 'Facility Summary for A649NDY+01' with an 'Export CSV' button to its right. A yellow box contains the following details:

Facility Scheme:	CBILS
Facility Type:	Term Facility
State:	Recovered
Amount:	£300,000.00
Business name:	CBILS API CLAIMS
Last modified:	16/12/2021 10:34:31
Modified by:	BBB Testers

Below the details are several buttons: 'Facility Details', 'Facility Changes', 'View Audit Log', 'Claim Details', 'View Arrears', and 'Recovery Made'. The 'Recovery Made' button is highlighted with a red rectangular box.

Recovery data can then be input so that the portal can assist in calculating the value that should be attributed to the Scheme facility and due to the UK Government.

# 7.0 Recoveries Process

## Guarantees Portal Screen 7.1.2: Facility Recovery – CBILS/RLS

### Facility Recovery

Using this screen you can record any recovery due to the Secretary of State.

This screen operates in accordance with the Recovery Section of the Scheme Guarantee Agreement.

On what date was the recovery made?	<input type="text" value="dd/mm/yyyy"/>
Total amount that the claim on this facility was settled for	£280,000.00
The Guarantee Rate applicable to this facility is	80%
On the date of the Demand against the Guarantee this was the total amount outstanding to the Lender from the Borrower (less any recoveries)	£350,000.00
Enter the outstanding value of any non-scheme debt issued prior to/simultaneous with the scheme debt that the recovery is to be apportioned to	£ <input type="text"/>
Enter the outstanding value of any non-Scheme Debt issued subsequent to Scheme debt that the recovery is to be apportioned to	£ <input type="text"/>
Enter the value of Recovery proceeds relating to Specific Security (security that is just listed on the facility letter, if applicable, and only supports the Scheme facility)	£ <input type="text"/>
Enter the value of Recovery proceeds relating to Shared Security – not Multiple Guarantees (security that is listed in the Scheme facility letter and supports non-Scheme facility(ies))	£ <input type="text"/>
Enter the value of Recovery proceeds relating to Shared Security - Multiple Guarantees (Separate personal guarantees for each facility have been provided)	£ <input type="text"/>
Enter the value of any Other net Recovery proceeds - not falling into the above two categories	£ <input type="text"/>
Enter the value of recovery costs	£ <input type="text"/>
Cumulative total of recoveries previously recorded against this facility	£1,597.71
Total value of recoveries made, before apportionment	
Total value of recoveries attributed to the Scheme facility and due to the Secretary of State	

Calculate

# 7.0 Recoveries Process

## CBILS/RLS Business Information

Question Number	Question	Required Input	Comments
1	On what date was the recovery made?	Date (dd/mm/yy)	N/A
2	Total amount that the claim on this facility was settled for	Auto populates the settled amount	Calculated
3	The Guarantee Rate applicable to the facility is	Auto populates	N/A
4	On the date of the Demand against the Guarantee this was the total amount outstanding to the Lender from the Borrower (less any recoveries)	Auto populates	N/A
4a)	Scheme Element	Auto populates	Only applicable to Asset Finance facilities
4b)	Non-Scheme Element	Auto populates	Only applicable to Asset Finance facilities
5	Enter the outstanding value of any non-scheme debt issued prior to/simultaneous with the scheme debt that the recovery is to be apportioned to	Numeric	Conditional: Only required if there is prior/simultaneous facility
6	Enter the outstanding value of any non-Scheme Debt issued subsequent to Scheme debt that the recovery is to be apportioned to	Numeric	Conditional: Only required if there is a subsequent facility
7	Enter the value of Recovery proceeds relating to Specific Security (security that is just listed on the facility letter, if applicable, and only supports the Scheme facility)	Numeric	Conditional: Only required if there are recovery proceeds from Specific Security
8	Enter the value of Recovery proceeds relating to Shared Security – not Multiple Guarantees (security that is listed in the Scheme facility letter and supports non-Scheme facility(ies))	Numeric	Conditional: Only required if there are recovery proceeds from Shared Security. N/A to Asset Finance facilities.
9	Enter the value of Recovery proceeds relating to Shared Security - Multiple Guarantees (Separate personal guarantees for each facility have been provided)	Numeric	Conditional: Only required if there are recovery proceeds from Shared Security. N/A to Asset Finance facilities.

## 7.0 Recoveries Process

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Question Number	Question	Required Input	Comments
10	Enter the value of any Other net Recovery proceeds - not falling into the above two categories	Numeric.	Conditional: Only required if there was a pre-scheme guarantee with an outstanding liability
11	Enter the value of recovery costs	Numeric	Conditional: Only required if there is a cost to the lender post claim
12	Cumulative total of recoveries previously recorded against this facility	Auto populates	Calculated
13	Total value of recoveries made, before apportionment	Auto populates	Calculated
14	Total value of recoveries attributed to the Scheme facility and due to the Secretary of State	Auto populates	Calculated

---

Once the fields have been input, select 'Calculate' and this will complete Fields '13' and '14'. The Web Portal makes the calculation and confirms the amount due to BBB because of the Recovery.

# 7.0 Recoveries Process

## Guarantees Portal Screen 7.1.3: Facility Recovery - BLS

### Facility Recovery

Using this screen you can record any recovery due to the Secretary of State.

This screen operates in accordance with the Recovery Section of the Scheme Guarantee Agreement.

On what date was the recovery made?	<input type="text" value="dd/mm/yyyy"/>
Total amount that the claim on this facility was settled for	£40,000.00
The Guarantee Rate applicable to this facility is	100%
On the date of the Demand against the Guarantee this was the total amount outstanding to the Lender from the Borrower (less any recoveries)	£40,000.00
Enter the outstanding value of any non-scheme debt issued prior to/simultaneous with the scheme debt that the recovery is to be apportioned to	£ <input type="text"/>
Enter the outstanding value of any non-Scheme Debt issued subsequent to Scheme debt that the recovery is to be apportioned to	£ <input type="text"/>
Total amount recovered	£ <input type="text"/>
Cumulative total of recoveries previously recorded against this facility	£0.00
Total value of recoveries made, before apportionment	
Total value of recoveries attributed to the Scheme facility and due to the Secretary of State	

Calculate

## BLS Business Information

## 7.0 Recoveries Process

Question Number	Question	Required Input	Comments
1	On what date was the recovery made?	Date (dd/mm/yy)	N/A
2	Total amount that the claim on this facility was settled for	Auto populates the settled amount	Calculated
3	The Guarantee Rate applicable to the facility is	Auto populates	N/A
4	On the date of the Demand against the Guarantee this was the total amount outstanding to the Lender from the Borrower (less any recoveries)	Auto populates	N/A
5	Enter the outstanding value of any non-scheme debt issued prior to/simultaneous with the scheme debt that the recovery is to be apportioned to	Numeric	Conditional: Only required if there is prior/simultaneous facility
6	Enter the outstanding value of any non-Scheme Debt issued subsequent to Scheme debt that the recovery is to be apportioned to	Numeric	Conditional: Only required if there is a subsequent facility
7	Total amount recovered	Numeric	
7a)	Enter the value of recovery costs	Numeric	Not applicable if the lender has been approved to manage recovery costs at a portfolio level. See section 8.1.1
8	Cumulative total of recoveries previously recorded against this facility	Auto populates	Calculated
9	Total value of recoveries made, before apportionment	Auto populates	Calculated
10	Total value of recoveries attributed to the Scheme facility and due to the Secretary of State	Auto populates	Calculated

Once the fields have been input, select 'Calculate' and this will complete Fields '9' and '10'. The Web Portal makes the calculation and confirms the amount due to BBB because of the Recovery.

# 7.0 Recoveries Process

## 7.2 View Recovery details

The Recovery Details screen allows Lenders to view the the data submitted for a recovery. It also shows an Audit Log of when the recovery moved states and the name of the User who last modified the recovery.

The Recovery Details screen can be accessed via the Recoveries Dashboard or through the search function, using the Unique Recovery Reference.

Guarantees Portal Help Change Password Logout

Facility Portfolio New Facility Claims Invoices Recoveries Reports Search

Home / Recoveries / Recovery SN23ZED-REC

### Details for Recovery SN23ZED-REC

State:	Realised
Facility:	YXVTLBQ+01
Amount:	£10,000.00
Last modified on:	22/11/2021 12:06
Last modified by:	

#### Submitted

Recovered on	22/11/2021
Total proceeds recovered	£50,000.00
Total value of recoveries made, before apportionment	£10,000.00
Total value of recoveries attributed to the Scheme facility and due to the Secretary of State	£10,000.00
Cost of recovery	£100.00
Other net recovery proceeds	£10,000.00
Value of any non-Scheme Debt issued prior to/simultaneous with Scheme debt	£0.00
Value of any non-Scheme Debt issued subsequent to Scheme debt	£0.00

#### Remitted

Remittance reference	REM-BBBTT1-BBLS-Q4-21
Remittance received on	22/11/2021

#### Realised

Realised on	22/11/2021 12:06:55
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# 7.0 Recoveries Process

## 7.3 Amending a recovery

The 'Amend Recovery' functionality allows Lenders to amend the recovery details up until the remittance is in the state "Realised". This functionality can be accessed by the Recovery Details screen.

Select the 'Amend Recovery' option (7.3.1) and it will display the same data fields as when the recovery was submitted.

### Guarantees Portal Screen 7.3.1: Recovery Details

The screenshot shows the 'Guarantees Portal' interface. At the top, there is a navigation bar with 'Guarantees Portal' on the left and 'Help', 'Change Password', and 'Logout' on the right. Below this is a secondary navigation bar with links for 'Facility Portfolio', 'New Facility', 'Claims', 'Invoices', 'Recoveries', 'Reports', and 'Search', along with a 'Quick Lookup' search box. The breadcrumb trail reads 'Home / Recoveries / Recovery HBTAUCR-REC'. The main heading is 'Details for Recovery HBTAUCR-REC'. A yellow box contains the following details: State: Submitted; Facility: A649NDY+01; Amount: £800.00; Last modified on: 16/12/2021 10:34; Last modified by: BBB Testers. Below this are two buttons: 'Withdraw Recovery' (orange) and 'Amend recovery' (grey). Underneath is a 'Submitted' section with a table of recovery statistics.

Submitted	
Recovered on	16/12/2021
Total proceeds recovered	£300,000.00
Total value of recoveries made, before apportionment	£1,000.00

# 7.0 Recoveries Process

## Guarantees Portal Screen 7.3.2: Amend Recovery

### Amend Recovery HBTAUCR-REC

On what date was the recovery made?	<input type="text" value="16/12/2021"/>
Total amount that the claim on this facility was settled for	£240,000.00
The Guarantee Rate applicable to this facility is	80%
On the date of the Demand against the Guarantee this was the total amount outstanding to the Lender from the Borrower (less any recoveries)	£300,000.00
Enter the outstanding value of any non-scheme debt issued prior to/simultaneous with the scheme debt that the recovery is to be apportioned to	£ <input type="text" value="0.00"/> ✓
Enter the outstanding value of any non-Scheme Debt issued subsequent to Scheme debt that the recovery is to be apportioned to	£ <input type="text" value="0.00"/> ✓
Enter the value of Recovery proceeds relating to Specific Security (security that is just listed on the facility letter, if applicable, and only supports the Scheme facility)	£ <input type="text" value="1000.00"/> ✓
Enter the value of Recovery proceeds relating to Shared Security – not Multiple Guarantees (security that is listed in the Scheme facility letter and supports non-Scheme facility(ies))	£ <input type="text" value="0.00"/> ✓
Enter the value of Recovery proceeds relating to Shared Security - Multiple Guarantees (Separate personal guarantees for each facility have been provided)	£ <input type="text" value="0.00"/> ✓
Enter the value of any Other net Recovery proceeds - not falling into the above two categories	£ <input type="text" value="0.00"/> ✓
Enter the value of recovery costs	£ <input type="text" value="0.00"/> ✓
Cumulative total of recoveries previously recorded against this facility	£800.00
Total value of recoveries made, before apportionment	£1,000.00
Total value of recoveries attributed to the Scheme facility and due to the Secretary of State	£800.00

Calculate

Submit

Update any required and then select 'Calculate' so that the portal will recalculate the recovery amount. All the data fields can be amended except the pre-populated fields. The recovery amount itself cannot be directly

# 7.0 Recoveries Process

amended.

If a recovery that has been amended was in a 'Remitted' state, then the remittance will need to be resubmitted and the Operating Centre notified via the uk\_guarantee\_ops@pwc.com mailbox. Please see section 8.3 for further details on this process.

## 7.4 Withdrawing a Recovery

If a recovery is no longer required, Lenders can withdraw recoveries that are in the state of 'Submitted' or 'Remitted'.

### Guarantees Portal Screen 7.4.1: Recovery Details

The screenshot shows the Guarantees Portal interface. At the top, there is a navigation bar with 'Guarantees Portal' on the left and 'Help', 'Change Password', and 'Logout' on the right. Below this is a secondary navigation bar with links for 'Facility Portfolio', 'New Facility', 'Claims', 'Invoices', 'Recoveries', 'Reports', and 'Search', along with a 'Quick Lookup' search box. The breadcrumb trail reads 'Home / Recoveries / Recovery HBTACR-REC'. The main heading is 'Details for Recovery HBTACR-REC'. Below this, a yellow box contains the following details: State: Submitted (in a green box), Facility: A649NDY+01, Amount: £800.00, Last modified on: 16/12/2021 10:34, and Last modified by: BBB Testers. At the bottom of this box are two buttons: 'Withdraw Recovery' (yellow) and 'Amend recovery' (grey). Below the yellow box, the word 'Submitted' is displayed. Underneath, there is a table with the following data:

Recovered on	16/12/2021
Total proceeds recovered	£300,000.00
Total value of recoveries made, before apportionment	£1,000.00

A reason for withdrawal will be required in order to submit this information. Once this reason has been submitted, the recovery will be withdrawn and Lenders will be able to view all details on the Recovery Details screen (7.4.3).

If the recovery that has been withdrawn was in a 'Remitted' state, then the remittance will need to be resubmitted and the Operating Centre notified via the uk\_guarantee\_ops@pwc.com mailbox. Please see section 8.3 for further details on this process.

# 7.0 Recoveries Process

## Guarantees Portal Screen 7.4.2: Withdraw Recovery

The screenshot shows the 'Withdraw Recovery' interface. At the top, there is a navigation bar with 'Guarantees Portal' on the left and 'Help', 'Change Password', and 'Logout' on the right. Below this is a menu bar with 'Facility Portfolio', 'New Facility', 'Claims', 'Invoices', 'Recoveries', 'Reports', and 'Search', along with a 'Quick Lookup' search box. The breadcrumb trail reads 'Home / Recovery RZ6SE5V-REC'. The main heading is 'Withdraw Recovery RZ6SE5V-REC', followed by the instruction: 'From this page you can withdraw a recovery that is no longer required.' Below this is a form with a label 'Reason for withdrawal' and a large text input area. At the bottom of the form is a blue 'Submit' button.

## Guarantees Portal Screen 7.4.3: Recovery Details (Recovery withdrawn)

The screenshot shows the 'Recovery Details' page for a withdrawn recovery. The top navigation bar is identical to the previous screen. The breadcrumb trail is 'Home / Recoveries / Recovery RZ6SE5V-REC'. A green success message at the top states 'Recovery successfully withdrawn.' The main heading is 'Details for Recovery RZ6SE5V-REC'. Below this is a table with the following details:

State:	Withdrawn
Facility:	JTQAEUS+01
Amount:	£12.00
Last modified on:	21/09/2021 15:27
Last modified by:	[Redacted]

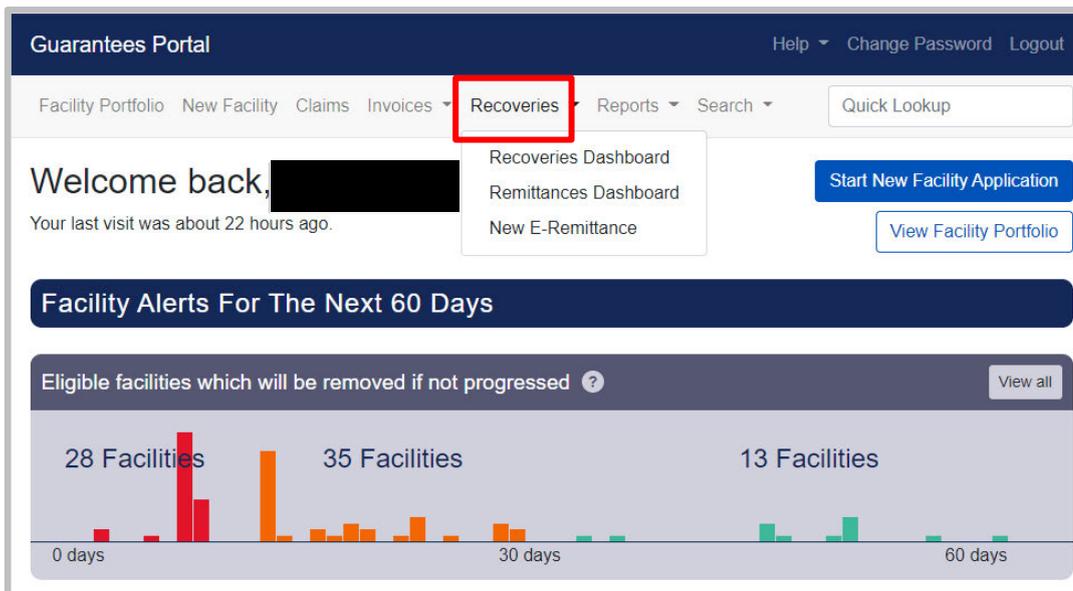
Below the table, the word 'Withdrawn' is displayed. At the bottom, there is a section for 'Reason for withdrawal' with a 'duplicate' button.

# 7.0 Recoveries Process

## 7.5 Recoveries Dashboard

To access the recoveries functionality on the portal, select the 'Recoveries' tab from the navigation bar. This will give the option to access the Recoveries Dashboard, the Remittances Dashboard or to create a new e-remittance.

Guarantees Portal Screen 7.5.1: Home Page



The Recoveries Dashboard allows Lenders to view all recoveries and filter these by scheme, Sub-Lender, period quarter, period year and recovery state.

# 7.0 Recoveries Process

## Guarantees Portal Screen 7.5.2: Recoveries Dashboard

Guarantees Portal Help Change Password Logout

Facility Portfolio New Facility Claims Invoices Recoveries Reports Search Quick Lookup

Home

### Recoveries Dashboard

Facility scheme: Any Sub-lender: Any Period quarter: Any Period year: Any Filter Recoveries

All 1256 Submitted 11 Remitted 5 Realised 1236 Withdrawn 4

Reference	State	Lender	Facility	Amount	Recovery Date	Recovery Period
3UHT3JE-REC	Realised	lender-15	55584	£5,498.92	26/04/2007	Q2 2007
DXKJU7T-REC	Realised	lender-15	55611	£21,232.15	26/04/2007	Q2 2007
TQVMG9C-REC	Realised	lender-15	55650	£45,078.29	26/04/2007	Q2 2007
EQZBGWR-REC	Realised	lender-15	55849	£22,205.98	26/04/2007	Q2 2007
TLV57TX-REC	Realised	lender-15	55857	£3,323.69	26/04/2007	Q2 2007
GXR4F29-REC	Realised	lender-15	55906	£4,826.09	26/04/2007	Q2 2007
NSH7NDZ-REC	Realised	lender-15	55920	£4,058.25	26/04/2007	Q2 2007
CH7W5WB-REC	Realised	lender-15	56099	£23,234.97	26/04/2007	Q2 2007
CZ33KW9-REC	Realised	lender-15	56168	£12,381.05	26/04/2007	Q2 2007

## 7.6 Recoveries States

# 7.0 Recoveries Process

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Recoveries are recorded within the Guarantees Portal as being in one of the 'States' listed below.

State	Description	Where to raise queries
Submitted	The recovery has been submitted by the Lender.	<a href="mailto:Guarantee.Ops@british-business-bank.co.uk">Guarantee.Ops@british-business-bank.co.uk</a>
Remitted	A remittance has been generated and submitted.	<a href="mailto:Guarantee.Ops@british-business-bank.co.uk">Guarantee.Ops@british-business-bank.co.uk</a>
Withdrawn	The recovery has been cancelled by the Lender.	<a href="mailto:Guarantee.Ops@british-business-bank.co.uk">Guarantee.Ops@british-business-bank.co.uk</a>
Realised	The recovery has been fully realised.	<a href="mailto:uk_guarantee_ops@pwc.com">uk_guarantee_ops@pwc.com</a>

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## 8.0 Recoveries e-remittance

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Lenders must submit recoveries before quarter end and then generate and submit a e-remittance by business day 5 post quarter end, where reasonably practicable. If for unforeseen circumstances your submission will be late, please contact [Guarantee.Ops@british-business-bank.co.uk](mailto:Guarantee.Ops@british-business-bank.co.uk).

The e-remittance functionality will automatically aggregate recoveries submitted within the portal. The Lender can then review a summary of the recoveries and the value before submitting. Only one e-remittance may be submitted, per scheme, in respect of any quarter

If a Lender requires to remit for recoveries submitted in the portal outside of the quarter to which the remittance refers to, then they will need to contact [Guarantee.Ops@british-business-bank.co.uk](mailto:Guarantee.Ops@british-business-bank.co.uk).

The recoveries process is an independent transaction and does not net off against claims submitted. All recoveries owing to the British Business Bank on behalf of the UK Government, are due on business day 5 post quarter end, where reasonably practicable. Lenders must also simultaneously submit an e-remittance advice to BBB. Payments should be made to the following accounts dependent on scheme using the Lender Reference number:

### BBLS

Account name: BBLS FUNDING

Sort code: 60-70-80

Number: 10022228

Bank name: National Westminster Bank

Currency: GBP

BIC: NWBKGB2L

IBAN: GB36NWBK60708010022228

### CLBILS

Account name: CLBILS FUNDING

Sort code: 60-70-80

Number: 10022198

Bank name: National Westminster Bank

Currency: GBP

BIC: NWBKGB2L

IBAN: GB70NWBK60708010022198

### CBILS

Account name: BEIS-CBILS FUNDING

Sort code: 60-70-80

Number: 10022171

Bank name: National Westminster Bank

Currency: GBP

BIC: NWBKGB2L

IBAN: GB23NWBK60708010022171

### RLS

Account name: RECOVERY LOAN SCHEME

Sort code: 60-70-80

Number: 10020934

Bank name: National Westminster Bank

Currency: GBP

BIC: NWBKGB2L

IBAN: GB54NWBK60708010020934

The BBB will advise the Lender that the e-remittance has been realised by changing the state of the remittance record in the Guarantees Portal. Please refer to section 8.2 for further details on e-remittance states. Once the e-remittance is in the state “realised”, the Lender can download a PDF version.

# 8.0 Recoveries E-Remittance

## 8.1 Generate and Submit e-remittance

The remittance functionality can be accessed via the 'New E-Remittance' option from the drop-down menu on the 'Recoveries' tab on the navigation bar.

When generating an e-remittance, the Lender must select which scheme and recovery period they are submitting for from the drop-down list. It is only possible to produce one e-remittance per scheme. The e-remittance will include all recoveries submitted in the portal and will display the recoveries by sub lender and phase. The Lender must use the 'Withdraw Recovery' functionality to remove any recoveries they wish to cancel.

Lenders can select the 'Include recoveries outside chosen period' button if it is agreed with BBB that they can include recoveries submitted outside of the quarter the remittance refers to.

### Guarantees Portal Screen 8.1.1: Generate recovery period e-remittance

The screenshot shows the 'Guarantees Portal' interface. At the top, there is a navigation bar with 'Guarantees Portal' on the left and 'Help', 'Change Password', and 'Logout' on the right. Below the navigation bar is a menu with 'Facility Portfolio', 'New Facility', 'Claims', 'Invoices', 'Recoveries', 'Reports', and 'Search'. A 'Quick Lookup' search box is also present. A 'Home' button is located below the menu. The main heading is 'Generate recovery period e-remittance'. Below this heading are three form elements: 'Select scheme' with a dropdown menu showing 'Please select', 'Select recovery period' with a dropdown menu showing 'Please select', and 'Include recoveries outside chosen period' with an unchecked checkbox and the text 'Only use if agreed with BBB'. At the bottom of the form is a blue 'View' button.

Lenders are required to input the expected date that the amount will be remitted to BBB and tick the confirmation box that the details of the remittance are correct.

# 8.0 Recoveries E-Remittance

## Guarantees Portal Screen 8.1.2: Recovery period remittance summary

Facility Portfolio New Facility Claims Invoices Recoveries Reports Search Quick Lookup

Home / Recovery period remittance summary

### Bounce Back Loan Scheme - Q1 2022

#### Test Bank 2 plc

<b>Term Facility</b>		
Total recoveries submitted	2	£40,000.00
Recovery costs		-£10,000.00
Term Facility sub-total:	2	£30,000.00
<b>Test Bank 2 plc sub-total:</b>	<b>2</b>	<b>£30,000.00</b>
Internal Recovery Cost:		-£1,000.00
<b>Total Recovered Value:</b>	<b>2</b>	<b>£29,000.00</b>

Expected date amount will be remitted to BBB

Lender remittance reference (optional)

I confirm that these details are correct and agree to remit to British Business Bank for the amount shown subject to reconciliation checks.

Clicking the 'Submit' button will automatically submit the remittance to BBB for processing. Once submitted, the confirmation notice will appear.

## Guarantees Portal Screen 8.1.3: Remittance submitted successfully

Facility Portfolio New Facility Claims Invoices Recoveries Reports Search Quick Lookup

Remittance submitted successfully

Home / Remittances / Remittance REM-TB-BBLS-Q1-22

### Remittance REM-TB-BBLS-Q1-22

<b>State:</b>	Submitted
<b>Lender:</b>	Test Bank plc
<b>Total:</b>	£39,000.00
<b>Internal recovery cost:</b>	£1,000.00
<b>External recovery cost:</b>	£0.00
<b>Period covered:</b>	Q1 2022
<b>Expected payment date:</b>	14/01/2022
<b>Received on:</b>	14/01/2022
<b>Last modified by:</b>	
<b>Last modified on:</b>	14/01/2022 14:52

#### Submitted

**Received on** 14/01/2022

# 8.0 Recoveries E-Remittance

## 8.1.1 BLS Portfolio Level Recovery Costs

If a Lender has been approved to manage recovery costs for the BLS scheme at a portfolio level then they will need to input the recovery costs when generating the e-remittance.

After selecting BLS as the scheme, two extra data points will appear for the lender to input the eligible Internal and External recovery costs incurred for the quarter that is being remitted.

### Guarantees Portal Screen 8.1.1: BLS Portfolio Level Recovery Costs

The screenshot shows the 'Guarantees Portal' interface. At the top, there is a dark blue header with 'Guarantees Portal' on the left and 'Help', 'Change Password', and 'Logout' on the right. Below this is a navigation bar with links for 'Facility Portfolio', 'New Facility', 'Claims', 'Invoices', 'Recoveries', 'Reports', and 'Search', along with a 'Quick Lookup' search box. A 'Home' link is visible in a light blue bar. The main content area is titled 'Generate recovery period e-remittance'. It contains several form fields: 'Select scheme' with a dropdown menu showing 'Bounce Back Loan Scheme'; 'Select recovery period' with a dropdown menu showing 'Please select'; 'Include recoveries outside chosen period' with an unchecked checkbox and the text 'Only use if agreed with BBB'; 'Internal recovery cost' with a text input field preceded by a pound sign (£); and 'External recovery cost' with a text input field preceded by a pound sign (£). At the bottom of the form is a blue 'View' button.

# 8.0 Recoveries E-Remittance

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## 8.2 E- Remittance States

Remittances are recorded within the Guarantees Portal as being in one of the 'states' listed below.

State	Description	Where to raise queries
Submitted	The remittance has been submitted by the Lender.	<a href="mailto:Guarantee.Ops@british-business-bank.co.uk">Guarantee.Ops@british-business-bank.co.uk</a>
Awaiting re-submission	If the remittance amount changes due to recoveries within the remittance being updated, then the e-remittance will need to be resubmitted by the Lender.	<a href="mailto:Uk_guarantee_ops@pwc.com">Uk_guarantee_ops@pwc.com</a>
Withdrawn	The remittance has been withdrawn by the BBB.	<a href="mailto:Guarantee.Ops@british-business-bank.co.uk">Guarantee.Ops@british-business-bank.co.uk</a>
Realised	The recoveries in the remittance have been fully realised.	<a href="mailto:uk_guarantee_ops@pwc.com">uk_guarantee_ops@pwc.com</a>

---

## 8.3 Re-submitting an e-remittance

Following the submission of an e-remittance, there may be exceptional circumstances where the submitted recoveries will need to be updated or withdrawn.

If a Lender amends or withdraws a recovery that has been submitted, then the e-remittance will need to be resubmitted to reflect the updated recoveries. E-remittances that need to be resubmitted will have the state 'Awaiting Resubmission' on the Remittances Dashboard

Once an e-remittance has been resubmitted, please notify the Operating Centre via the [uk\\_guarantee\\_ops@pwc.com](mailto:uk_guarantee_ops@pwc.com) mailbox and confirm the correct remitted amount has been/is due to be paid.

# 8.0 Recoveries E-Remittance

## 8.4 Remittance Dashboard

The Remittances Dashboard allows Lenders to view all remittances submitted and filter these by scheme, Sub-Lender, period quarter, period year and remittance state.

### Guarantees Portal Screen 8.4.1: Remittances Dashboard

The screenshot displays the 'Remittances Dashboard' within the 'Guarantees Portal'. The interface includes a top navigation bar with 'Help', 'Change Password', and 'Logout' options. Below this is a secondary navigation bar with links for 'Facility Portfolio', 'New Facility', 'Claims', 'Invoices', 'Recoveries', 'Reports', and a 'Search' field with a 'Quick Lookup' button. The main content area features a 'Home' link and the dashboard title. Filter options are provided for 'Facility scheme', 'Sub-lender', 'Period quarter', and 'Period year', each with a dropdown menu set to 'Any'. A 'Filter Remittances' button is located to the right of these filters. Below the filters, there are four status-based filters: 'All 163', 'Submitted 0', 'Awaiting Resubmission 2', and 'Realised 161'. The main data is presented in a table with the following columns: Reference, State, Lender, Scheme, Submitted, Amount, and Recovery Period. All records in the table show a 'Realised' state, a lender of 'lender-15', and a scheme of 'EFG'. The 'Submitted' dates range from 02/04/2009 to 08/07/2008, and the 'Recovery Period' ranges from Q1 2009 to Q1 2008. All amounts are listed as £0.00.

Reference	State	Lender	Scheme	Submitted	Amount	Recovery Period
MEBNS7L-REM	Realised	lender-15	EFG	06/05/2008	£0.00	Q1 2008
ARPV5YA-REM	Realised	lender-15	EFG	08/01/2010	£0.00	Q4 2009
U5K94FX-REM	Realised	lender-15	EFG	07/04/2011	£0.00	Q1 2011
R8JJTHL-REM	Realised	lender-15	EFG	08/07/2008	£0.00	Q2 2008
5ZYJWY3-REM	Realised	lender-15	EFG	03/10/2008	£0.00	Q3 2008
N2WX38H-REM	Realised	lender-15	EFG	07/01/2009	£0.00	Q4 2008
SYL3QS8-REM	Realised	lender-15	EFG	07/01/2009	£0.00	Q4 2008
F38J5WV-REM	Realised	lender-15	EFG	02/04/2009	£0.00	Q1 2009
X7G2X7E-REM	Realised	lender-15	EFG	02/04/2009	£0.00	Q1 2009

# 8.0 Recoveries E-Remittance

## 8.5 View Remittance Details

The Remittance Details screen allows Lenders to view the the recoveries within a remittance and shows a summary of the remittance. It also shows an Audit Log of when the remittance moved states and the name of the user who created it.

The Remittance Details screen can be accessed via the Remittance Dashboard or through the search function, using the Unique Remittance Reference.

### 8.5.1 Generate a PDF E-Remittance

In order for Lenders to download a PDF of the e-remittance, the invoice must be in the state of 'Realised'. When the remittance is in this state, the Remittance Details screen will show the functionality to download the PDF.

The screenshot shows the 'Guarantees Portal' interface. At the top, there is a navigation bar with 'Help', 'Change Password', and 'Logout'. Below this is a secondary navigation bar with links for 'Facility Portfolio', 'New Facility', 'Claims', 'Invoices', 'Recoveries', 'Reports', and 'Search', along with a 'Quick Lookup' search box. The breadcrumb trail indicates the path: 'Home / Remittances / Remittance VCRSQKX-REM'. The main heading is 'Remittance VCRSQKX-REM'. A yellow box contains the following details: State: Realised; Lender: BBB Test Team Lender 1; Lender reference: 12345; Total: £210.00; Period covered: Q4 2020; Received on: 14/10/2020; Last modified by: [redacted]; Last modified on: 24/09/2021 13:32. Below this box are two buttons: 'View Recoveries' and 'Download PDF'. Underneath, a 'Submitted' section shows a table with one entry: 'Received on' 14/10/2020. The 'Realised' section is currently empty.

State:	Realised
Lender:	BBB Test Team Lender 1
Lender reference:	12345
Total:	£210.00
Period covered:	Q4 2020
Received on:	14/10/2020
Last modified by:	[redacted]
Last modified on:	24/09/2021 13:32

View Recoveries   Download PDF

Submitted
Received on 14/10/2020

Realised

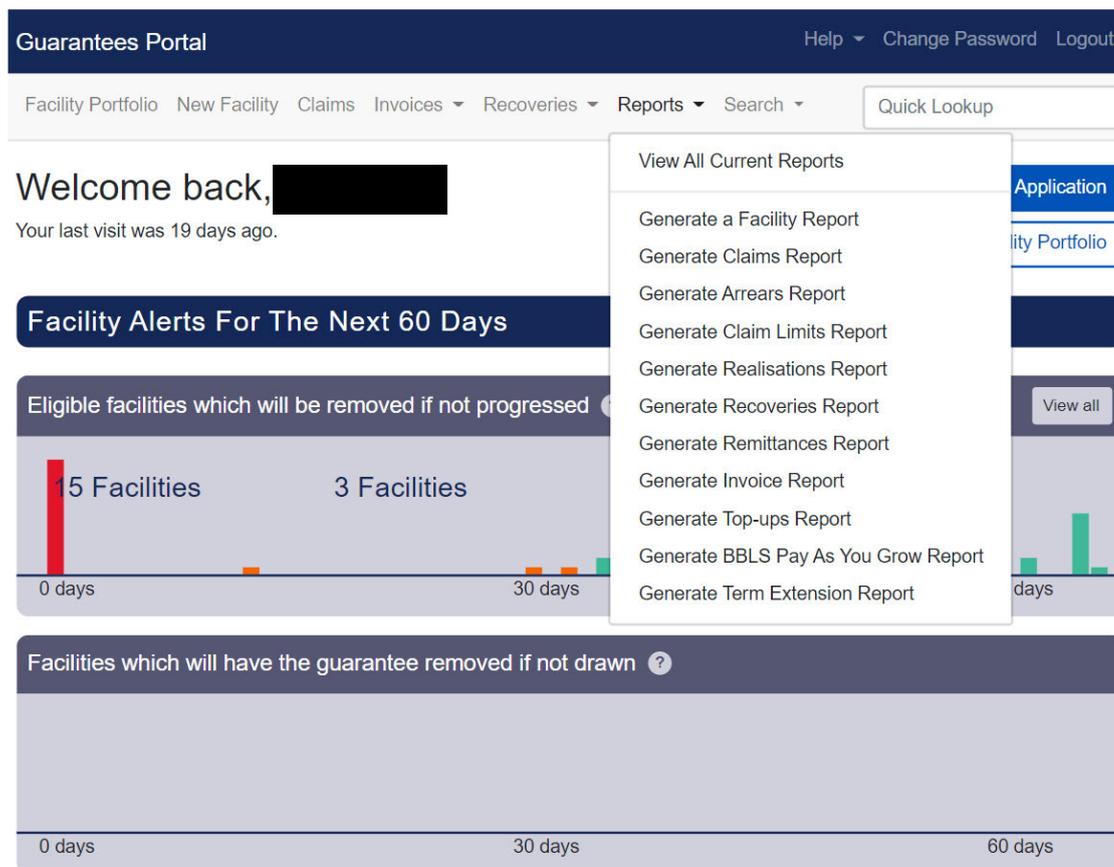
# 9.0 Generating Reports

Reports can be generated via the drop-down list from the Reports tab on the navigation bar as show in 9.0. A Claims, Invoice, Recoveries, or Remittances Report can be created based on chosen criteria. The reports can be downloaded in a format that can be saved and viewed in Excel.

The time it takes for a report to generate depends on the size, complexity and if there are a high volume of other reports being generated at the same time.

Once a report has been generated an email will be sent to the requestor with a link to download the report. Additionally a Lender can view the status of generated reports and/or to download reports, via the 'View all my current reports' page under the 'Reports' tab on the navigation bar, as shown in screenshot 9.0. Generated reports will show here for 3 days.

## Guarantees Portal Screen 9.0: Reports Function



## 9.1 Claims Report

The Claims Report provides a list of all the claims within a Lender's portfolio and shows the Claim Details, state and the Invoice Reference, if the claim has been invoiced.

Select 'Generate Claims Report' from the navigation bar. This will display the 'Claims Report' page as shown in screenshot 9.1.2.

# 9.0 Generating Reports

## Guarantees Portal Screen 9.1.2: Claims Report

[Home](#)

### Claims Report

From this page you can generate a claims report.

What is the 'created' start date for your report? (optional)	<input type="text" value="dd/mm/yyyy"/>
What is the 'created' end date for your report? (optional)	<input type="text" value="dd/mm/yyyy"/>
What is the 'last modified' start date for your report? (optional)	<input type="text" value="dd/mm/yyyy"/>
What is the 'last modified' end date for your report? (optional)	<input type="text" value="dd/mm/yyyy"/>
Which year should be covered by your report? (optional, requires selection of a quarter)	<input type="text" value=""/>
Which quarter should be covered by your report? (optional, requires selection of a year)	<input type="text" value=""/>
Select claim state(s) (optional)	<ul style="list-style-type: none"><li>Submitted</li><li>Invoiced</li><li>Reconciled</li><li>Withdrawn</li><li>Settled</li><li>Ineligible</li></ul>
Select claim types(s) (optional)	<ul style="list-style-type: none"><li>Insolvency/Default</li><li>Fraud</li></ul>
Select scheme phase(s) (optional)	<ul style="list-style-type: none"><li>Legacy SFLG</li><li>SFLG</li><li>EFG Phase 1 (FY 2009/10)</li><li>EFG Phase 2 (FY 2010/11)</li><li>EFG Phase 3 (FY 2011/12)</li><li>EFG Phase 4 (FY 2012/13)</li><li>EFG Phase 5 (FY 2013/14)</li><li>EFG Phase 6 (FY 2014/15)</li><li>EFG Phase 7 (FY 2015/16)</li></ul>
Select facility type(s) (optional)	<ul style="list-style-type: none"><li>Legacy SFLG Term Facility</li><li>SFLG Term Facility</li><li>Asset Finance</li><li>Term Facility</li><li>Invoice Finance</li><li>Revolving Credit</li><li>BBLs Term Facility</li><li>CBILs Asset Finance</li><li>CBILs Term Facility</li></ul>
Sub lender	<input type="text" value=""/>

[Generate Report](#)

## 9.0 Generating Reports

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The search can be narrowed using one or more of the following parameters:

- Start and End date – Searches for claims created in the portal during this time period
- Last Modified Start and End date - Searches for claims last updated in the portal during this time period
- Year the claim was submitted
- Quarter the claim was submitted
- Claim State – Select Claim state (several states can be selected – CTRL and 'click')
- Claim Type
- Scheme Phase
- Facility Scheme
- Sub lender

# 9.0 Generating Reports

Once the required parameters have been entered, the User must click on the 'Submit' button. This will display a summary/number of the Claims that match the parameters of the search as shown in screenshot 9.1.3.

Select 'Generate Report' to submit the request.

To edit the search criteria the User must re-generate the report.

## Guarantees Portal Screen 9.1.3: Claim Report Summary

[Home](#)

### Claims Report Summary

This page summarises the results of your Claims search.

Data extract found 1481 rows

Criterion	Value
The 'created' start date for your report	
The 'created' end date for your report	
The 'last modified' start date for your report	
The 'last modified' end date for your report	
Claim period	
State(s)	Submitted, Invoiced, Reconciled, Withdrawn, Settled, and Ineligible
Claim type(s)	Insolvency/Default and Fraud
Facility type(s)	All
Phase(s)	CBILS Phase 1 BBLS Phase 1 CLBILS Phase 1 RLS Phase 1 RLS Phase 2
Lenders	BBB Test Team Lender 1

[Generate Report](#)

# 9.0 Generating Reports

## 9.2 Invoice Report

The Invoice Report shows the details of all the submitted invoices. It does not include details of the individual claims within an invoice.

Select 'Generate Invoice Report' from the navigation bar. This will display the 'Invoice Report' page as shown in screenshot 9.2.1.

### Guarantees Portal Screen 9.2.1: Invoice Report

Guarantees Portal Help Change Password Logout

Facility Portfolio New Facility Claims Invoices Recoveries Reports Search Quick Lookup

Home

## Invoice Report

From this page you can generate an invoice report.

Which year should be covered by your report? (optional, requires selection of a quarter)

Which quarter should be covered by your report? (optional, requires selection of a year)

Select scheme phase(s) (optional)

- Legacy SFLG
- SFLG
- EFG Phase 1 (FY 2009/10)
- EFG Phase 2 (FY 2010/11)
- EFG Phase 3 (FY 2011/12)
- EFG Phase 4 (FY 2012/13)
- EFG Phase 5 (FY 2013/14)
- EFG Phase 6 (FY 2014/15)
- EFG Phase 7 (FY 2015/16)

Sub lender

**Generate Report**

The search can be narrowed using one or more of the following parameters:

- Year the invoice was submitted
- Quarter the invoice was submitted
- Scheme Phase
- Sub lender

Once the required parameters have been entered, the User must click on the 'Submit' button. This will display a summary/number of the invoices that match the parameters of the search as shown in screenshot 9.2.1.

# 9.0 Generating Reports

Select 'Generate Report' to submit the request.

To edit the search criteria the User must re-generate the report.

## Guarantees Portal Screen 9.2.2: Invoice Report Summary

**Guarantees Portal** Help ▾ Change Password Logout

Facility Portfolio New Facility Claims Invoices ▾ Recoveries ▾ Reports ▾ Search ▾

[Home](#)

### Invoice Report Summary

This page summarises the results of your invoice search.

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Data extract found 76 rows

Criterion	Value
<b>Claim period</b>	
<b>Phase(s)</b>	CBILS Phase 1 BBLS Phase 1 CLBILS Phase 1 RLS Phase 1 RLS Phase 2
<b>Lenders</b>	BBB Test Team Lender 1
Sub-lender	Test Sub-Lender

[Generate Report](#)

# 9.0 Generating Reports

## 9.3 Recoveries Report

The Recoveries Report provides a list of all the recoveries within a Lender's portfolio and shows the recovery details, state and the remittance reference, if the recovery has been remitted.

Select 'Generate Recoveries Report' from the navigation bar. This will display the 'Recoveries Report' page as shown in screenshot 9.3.1.

### Guarantees Portal Screen 9.3.1: Recoveries Report Criteria

Home

### Recoveries Report Criteria

From this page you can run a Recoveries Report using selected criteria.

What is the start date for your report? (optional)

What is the end date for your report? (optional)

What is the 'last modified' start date for your report? (optional)

What is the 'last modified' end date for your report? (optional)

Which year should be covered by your report? (optional, requires selection of a quarter)

Which quarter should be covered by your report? (optional, requires selection of a year)

Select recovery state(s) (optional)

- Submitted
- Remitted
- Realised
- Withdrawn

Select scheme phase(s) (optional)

- Legacy SFLG
- SFLG
- EFG Phase 1 (FY 2009/10)
- EFG Phase 2 (FY 2010/11)
- EFG Phase 3 (FY 2011/12)
- EFG Phase 4 (FY 2012/13)
- EFG Phase 5 (FY 2013/14)
- EFG Phase 6 (FY 2014/15)
- EFG Phase 7 (FY 2015/16)

Select facility types(s) (optional)

- Legacy SFLG Term Facility
- SFLG Term Facility
- Asset Finance
- Term Facility
- Invoice Finance
- Revolving Credit
- BBLS Term Facility
- CBILS Asset Finance
- CBILS Term Facility

The search can be narrowed using one or more of the following parameters:

- Start and End date – Searches for recoveries created in the portal during this time period
- Last Modified Start and End date – Searches for recoveries last updated during this time period
- Year the recovery was created
- Quarter the recovery was created

## 9.0 Generating Reports

- Recovery State – several states can be selected – CTRL and ‘click’
- Scheme Phase
- Facility Type

Once the required parameters have been entered, the User must click on the ‘Submit’ button. This will display a summary/number of the invoices that match the parameters of the search as shown in screenshot 9.3.2.

Select ‘Generate Report’ to submit the request.

To edit the search criteria the User must re-generate the report.

### Guarantees Portal Screen 9.3.2: Recoveries Report Summary

Home / Recoveries Report

#### Recoveries Report

This page summarises the results of your Recoveries search.

Data extract found 12 rows

Criterion	Value
The 'created' start date for your report	
The 'created' end date for your report	
The 'last modified' start date for your report	
The 'last modified' end date for your report	
Recovery Period	
State(s)	
Facility type(s)	All
Phase(s)	

[Generate Report](#)

## 9.4 Remittance Report

The Remittance Report shows the details of all the submitted remittances. It does not include details of the individual recoveries within a remittance.

Select ‘Generate Invoice Report’ from the navigation bar. This will display the ‘Invoice Report’ page as shown in screenshot 9.4.1.

# 9.0 Generating Reports

## Guarantees Portal Screen 9.4.1: Remittance Report Criteria

The screenshot shows the 'Guarantees Portal' interface. At the top, there is a navigation bar with 'Help', 'Change Password', and 'Logout' links. Below this is a menu with 'Facility Portfolio', 'New Facility', 'Claims', 'Invoices', 'Recoveries', 'Reports', and 'Search'. A 'Quick Lookup' search box is also present. The main content area is titled 'Remittances Report' and includes a sub-header 'Home'. Below the title, a message states: 'From this page you can generate an remittances report.' The form contains several input fields: 'What is the start date for your report?' and 'What is the end date for your report?' both with 'dd/mm/yyyy' input boxes; 'End of quarter year' and 'End of quarter month' both with dropdown menus; 'Phases' with a list box containing 'Legacy SFLG', 'SFLG', and 'EFG Phase 1 (FY 2009/10)' through 'EFG Phase 7 (FY 2015/16)'; and 'Sub lender' with a dropdown menu. A 'Generate Report' button is located at the bottom of the form.

The search can be narrowed using one or more of the following parameters:

- Start and End date – Searches for remittances submitted in the portal during this time period
- Year the remittance was submitted
- Quarter the remittance was submitted
- Scheme Phase
- Sub lender

Once the required parameters have been entered, the User must click on the 'Submit' button. This will display a summary/number of the invoices that match the parameters of the search as shown in screenshot 9.3.3.

Select 'Generate Report' to submit the request.

To edit the search criteria the User must re-generate the report.

# 9.0 Generating Reports

## Guarantees Portal Screen 9.4.2: Generate Report

Guarantees Portal Help Change Password Logout

[Facility Portfolio](#) [New Facility](#) [Claims](#) [Invoices](#) [Recoveries](#) [Reports](#) [Search](#)

[Home](#)

### Remittances Report Summary

This page summarises the results of your remittances search.

#### Data extract found records for 18 remittances

Criterion	Value
Start Date	01/11/2021
End Date	10/01/2022

[Generate Report](#)