



A quick guide to E3:
Key functionalities & processes

Welcome to our quick guide to E3

Here you'll find useful information about your new E3 portal, including brief guidance on how to undertake key processes on your facility.

1) Drawing down available funds

To begin drawing down available funds, start by clicking on the **Home** icon (left of screen) and click on **Availability**.

A new box will open indicating the maximum payment request that you can make.

Insert the value of the required payment method - either CHAPS (Telegraphic Transfer) or BACS - and click **Submit**.

Alternatively, click on the **Payment Request** icon (left of screen) - this will bring up the same payment request box for the relevant details to be entered.

2) Uploading batches of debt

Dependent on the type of facility you have, this will determine how batches of invoices and credit notes are uploaded.

If you are on a Factoring/CHOCS/My White Label facility, you will primarily send us batches of invoices and credit notes in a CSV format.

The E3 system will be pre-configured ready for your first upload on the system.

As you are aware, you are able to save data relating to the invoices, credit notes and customer details from your sales ledger package in a CSV format. This format can be uploaded onto the E3 system.

Data will be configured to include the following:

Column 1 – Customer ID – Clients reference for customer/debtor, (numbers and / or letters)

Column 2 – Reference - Document numbers - the item reference number, (invoice number/credit note number)

Column 3 – Date - Document Date dd/mm/yyyy (the date of the item in the format prescribed)

Column 4 – Total Amount - Item Amount Value (the total value including VAT for the invoice and / or credit note you are uploading) - please ensure this is formatted to 2 decimal places

Column 5 - Type – Document Type (invoice or credit note)

Please ensure the following for a successful upload:

- The data must be in a CSV format – excel spreadsheets will not be accepted by the system
- The CSV file must only contain data for the 5 aforementioned categories
- **It is crucial that you then delete the top two rows so that when you upload, there are no headers or extra text in this file. The first document you want to upload will now be at the top of the page**
- There must only be **one** sheet in the CSV file
- Once you are happy that the format of the CSV file is correct, save the file to an appropriate location on your PC
- You are now ready to upload the invoices and credit notes
- Click on the **Upload** icon (left of the screen)
- This will bring up the option to send a CSV file via **Automatic Upload**
- Select a CSV file / choose the file from where this has been saved on your PC
- Click on the **Upload** button
- The system will acknowledge that the upload has been successful
- Note you are also able to upload invoices and credits manually
- Click on **Uploads / Manual Upload** and enter the relevant details
- The system will acknowledge that the upload has been successful and has been sent to SBF for actioning
- If you are on an Invoice Discounting facility, you will continue to assign invoices and credit notes as total amounts
- Click on the **Upload** icon (left of the screen)
- The bulk upload window will appear
- Enter the batch value of the invoices and credit notes to assign
- Click **Send**
- The system will acknowledge the upload has been successful and has been sent to SBF for actioning

3) To Upload new customers if you are on a Factoring / CHOCS / My White Label facility

Your initial live customer details will be uploaded onto the system as part of the take on process, however, if you obtain a new customer, the account must be set up before any invoices or credit notes are assigned.

In the same way as uploading invoices and credit notes, you are able to use a CSV format to bulk upload multiple new customer accounts.

The E3 system will be pre-configured ready for your first upload on the system.

Data will be configured to include the following:

Column 1 - Customer ID – debtor/customer reference, (numbers and / or letters)

Column 2 – Customer name (debtor name including legal status e.g. Ltd)

Column 3 – Address Line 1 (1st line of the address)

Column 4 – Address Line 2 (2nd line of the address)

Column 5 – Address Line 3 (town/city)

Column 6 – Postcode (postcode)

Column 7 - Telephone (phone number)

Column 8 – Email Address (debtor email address, this field is optional and can be left blank)

Please ensure the following for a successful upload:

- The data must be in a CSV format – excel spreadsheets will not be accepted by the system
- The CSV file must only contain data for the 8 aforementioned categories
- There must only be **one** sheet in the CSV file
- Once you are happy that the format of the CSV file is correct, save the file to an appropriate location on your PC
- **It is crucial that you then delete the top two rows so that when you upload, there are no headers or extra text in this file. The first document you want to upload will now be at the top of the page**
- You are now ready to upload the customer details
- Click on the **Upload** icon (left of the screen)
- This will bring up the option to send a CSV file via **Automatic Upload**
- Select a CSV file / choose the file from where this has been saved on your PC
- Click on the **Upload** button
- The system will acknowledge that the upload has been successful and has been sent to SBF for actioning
- Note you are also able to upload customer details manually
- Click on **Uploads / Manual Upload** and enter the relevant details
- The system will acknowledge that the upload has been successful and has been sent to SBF for actioning

We hope you found this guide useful. Further guidance can be found within your E3 portal. To access this, please visit the help section of E3, or click on the '?' located at the top of each page.

If you have any questions, please contact your Relationship Manager, who will be able to help.

