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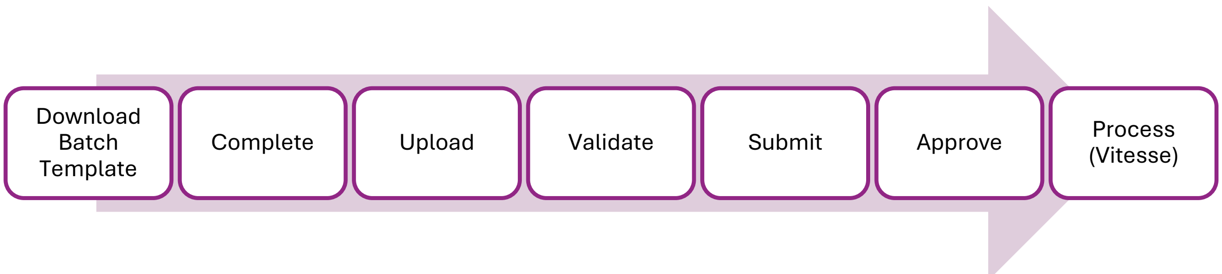
FCP Payment Account Batch Application

Quick Reference

- Max rows: 500
- File type: CSV
- Approval: All-or-nothing
- Self-approval: Not allowed
- External approver: Not applicable
- Re-upload required after validation failure
- Process:



Introduction

Welcome to the **FCP Batch Payment Account Application Guide**.

This guide explains how to submit **multiple FCP Payment Account applications** in a single workflow using the batch upload feature in **Merchant Administration System (MAS)**. It covers the end-to-end process, from downloading the batch template to uploading, validating, and submitting the batch.

> This guide applies to the **batch application process only**. For guidance on individual **FCP Payment Account** or **Funding Account** applications, refer to the [FCP Account Application MAS Guide].

Product Overview

The Batch Payment Account Application feature enables MAS users to submit multiple FCP Payment Account applications in a single upload.

Instead of completing application forms one at a time, users can populate a batch CSV template with multiple account records and upload it as one batch application. This provides a more efficient workflow for high-volume submissions.

The batch feature uses the same core validation logic as the individual FCP Payment Account application process. However, unlike individual applications, a batch is processed as a single approval item.

Important: Batch approval is all-or-nothing. Individual rows within a batch cannot be approved or rejected separately.

User Roles

The same user roles for individual FCP Account Applications also apply to batch applications.

View and Create FCP Account Applications

Users with this role can:

- View batch applications
- Create a batch application by uploading a CSV file
- Cancel a batch application before submission
- Reject forms they submitted

View and Approve FCP Account Applications

Users with this role can:

- View batch applications
- Approve batch applications
- Reject batch applications

Important: The approver must be different from the submitter. Self-approval is not permitted for batch submissions (unlike single applications where this may be allowed depending on role configuration).

Choosing the Right Approach

Below are suggestions for when to use batch applications vs single application in MAS:

- Use duplicate feature if <5
- Use batch for volume
- Group by DCA/Broker (or other suitable grouping)

Submitting a Batch Application

Follow the steps below to create and submit a FCP Payment Account Batch application.

Step 1: Download the Batch Template

The batch CSV template is downloaded from within an individual FCP Payment Account application form.

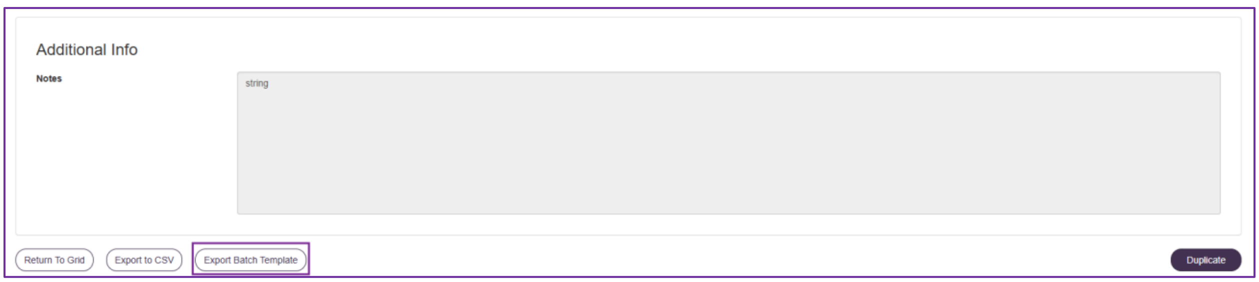
You can download the template from:

- A new application, or
- An existing application

If you download the template from an existing application, the file may be pre-populated with that application's data. This can save time when creating similar applications in bulk.

To download the template:

1. Create a new FCP Payment Account application or open an existing one.
2. Scroll to the bottom of the application form.
3. Select Export Batch Template.



Tip: Download a new template from a recently completed single application for each new batch. This reduces the risk of validation failures caused by outdated column structures or template versions.

Step 2: Complete the Batch Template

Populate the CSV template with one row per Payment Account application.

The fields in the batch template align with the fields used in the individual FCP Payment Account application form.

Rules for completing the template:

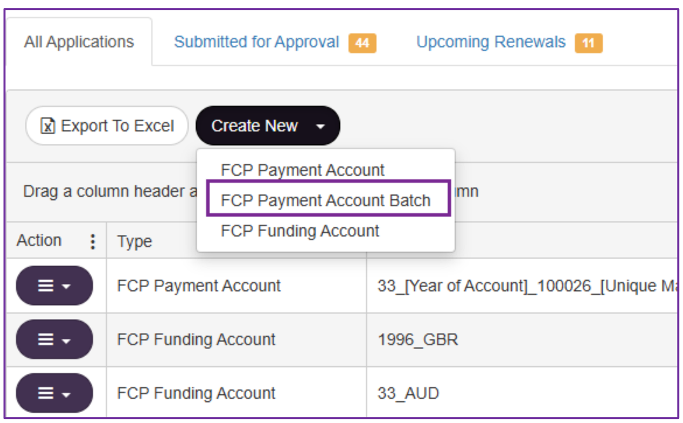
- Complete all mandatory fields for every row.
- Do not remove or rename any column headers.
- Use one row for each Payment Account application.

Note: Some fields are not included in the batch template because they are populated automatically by the system based on other values entered. For example, entering a valid DCA PIN will automatically populate the DCA Name.

Step 3: Access Batch Payment Account Applications

To access batch applications, whether to create a new one or review an existing one:

1. Log in to **MAS**.
2. Go to **Administration > Account Applications**.
3. Select **Create New** > **FCP Payment Account Batch.**



Step 4: Upload the Batch Template

Once the CSV file has been completed, return to MAS and upload the file.

To upload the file:

- From the Account Batch Applications screen, select Choose File.
- Select your completed CSV file.
- Select Upload**.**

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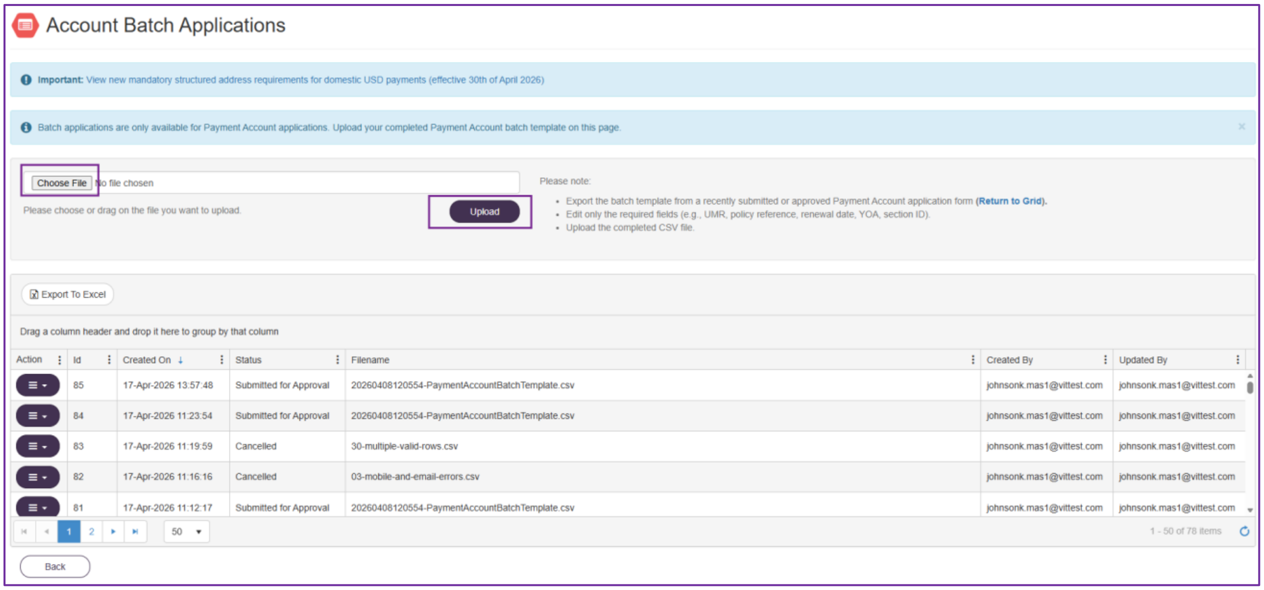


The system validates the file automatically during upload.

Important: Only one batch application can be uploaded at a time. You must submit or cancel the current batch before uploading a new one.

Step 5: Review Validation Results

After upload, MAS performs automated validation checks across all rows.

Validation includes:

- **Structural checks:** file format, column headers, template version compatibility, and row limit (maximum number of records)
- **Field checks:** mandatory fields and field-level formatting such as dates and phone numbers
- **Reference checks**: validation against reference data sources such as Lloyd's Insights Hub and MBG data
- **Cross-field checks: c**onditional rules based on selected values, for example Binder Type and Binder Contract Status

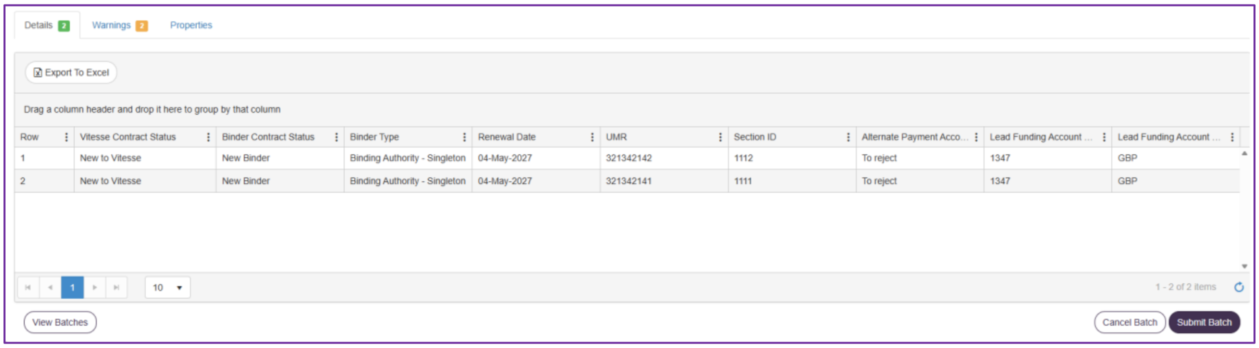
When validation is complete, the results are shown in the tabs below.

Important: Review all tabs before deciding whether to **Submit Batch** or **Cancel Batch**.

Details Tab

The Details tab provides a summary of all applications included in the batch.
Users can:

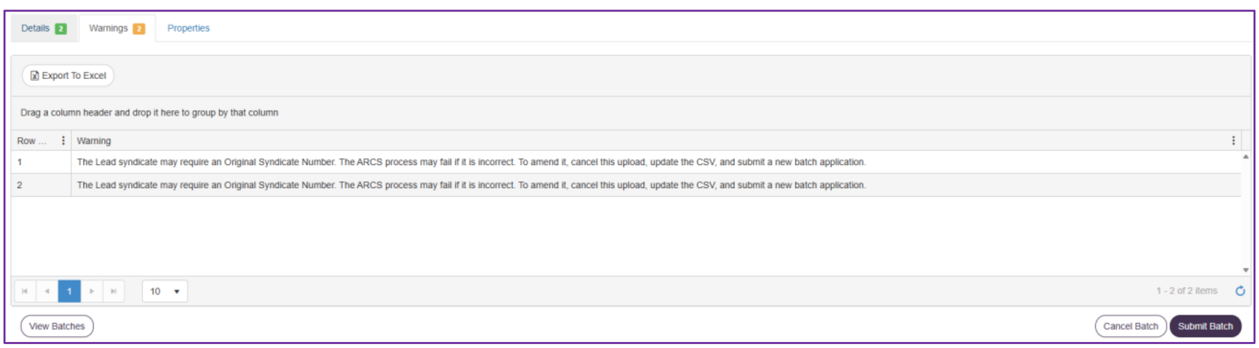
- Review key fields for each record
- Add additional columns to the grid view
- Export the grid to Excel using **Export to Excel**



Warnings Tab

The Warnings tab displays rows that passed validation but contain values that may need attention.

Warnings do not prevent submission, but they should be reviewed carefully.



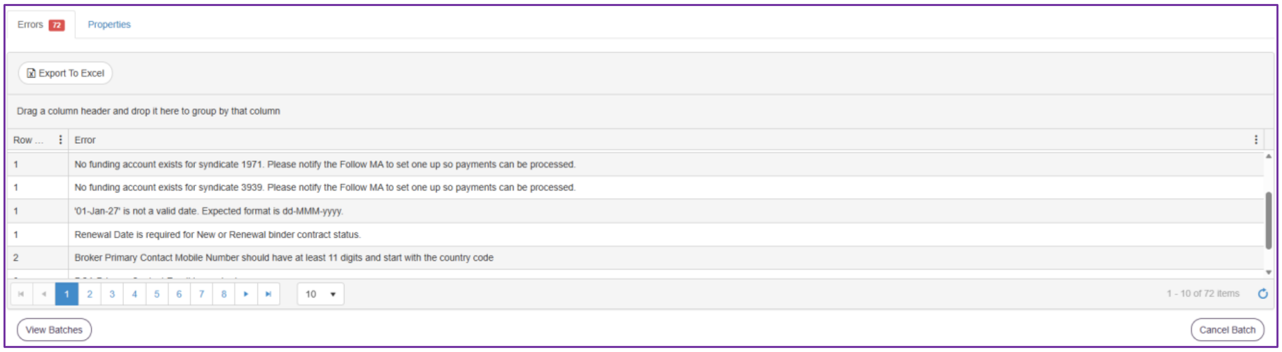
Errors Tab

The Errors tab is shown only when validation fails.

It lists the rows and fields containing invalid data that must be corrected before the batch can be submitted. Each error includes:

- Row number
- Field name
- Description of the issue

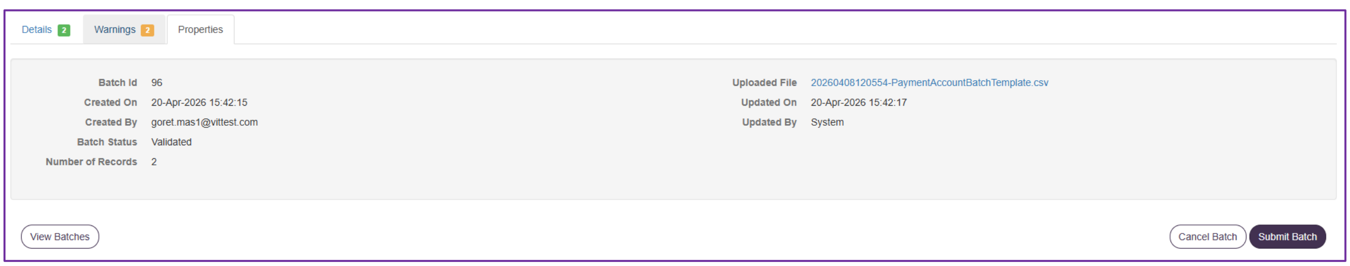
A batch cannot be submitted while errors remain.



Properties Tab

The Properties tab shows metadata for the batch application, including:

- Batch ID and Status
- Number of records (i.e. count of applications in the batch)
- Created On and By
- Uploaded File Link (which can be downloaded)
- Last updated On and By



Batch Status Outcome

Validation passes

The batch status updates to **Validated**. You can then choose to:

- **Submit Batch,** or
- **Cancel Batch**

Validated files may have warnings, which should be reviewed carefully.

Validation fails

The batch status updates to **Validation Failed**, and the **Errors** tab becomes available.

Note: A failed batch cannot be edited directly in MAS. The original failed upload must be cancelled before a corrected file is uploaded.

To correct warnings or errors:

1. Review the warning or error details
2. Cancel the batch
3. Correct the issues in the CSV file
4. Upload the corrected file as a new batch application

Submit Batch

Once validation has passed, the batch can be submitted.

After submission:

1. All users with the **Approver** role will receive an email notification.
2. The batch status updates to **Submitted.**
3. Users with the approver role can choose to **Approve** or **Reject** the batch.

Approve

If the batch is approved:

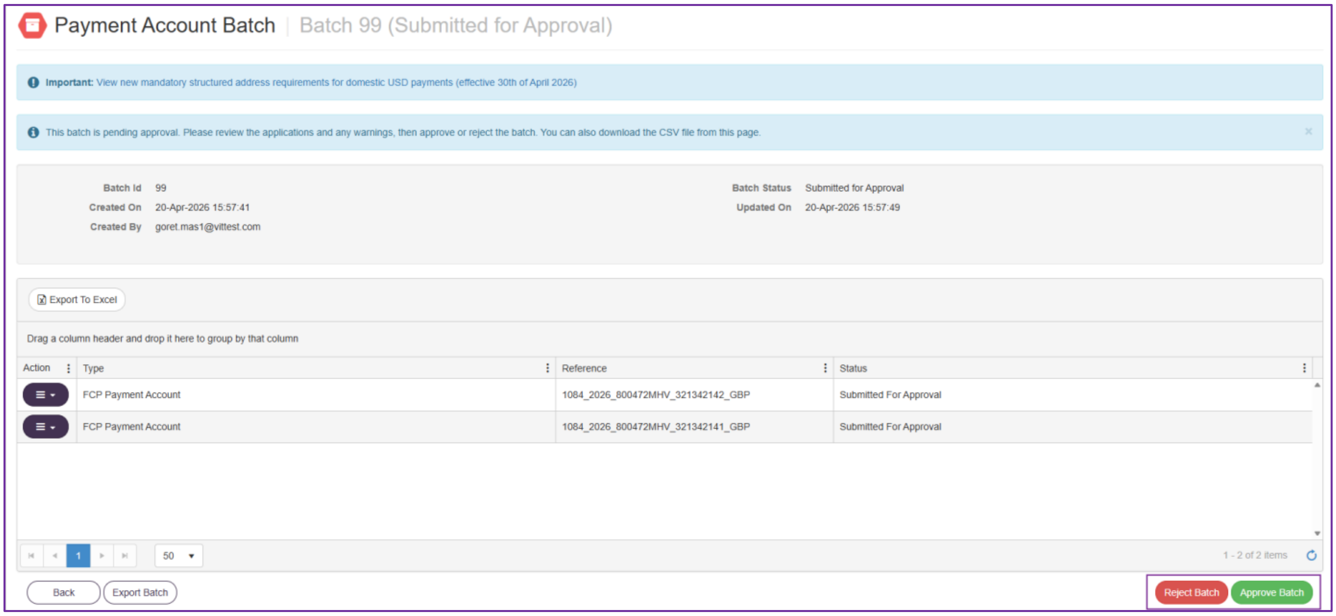
- Individual Payment Account applications are created for each row in the file
- The batch status updates to **Approved**
- The submitter and all approvers receive an approval email notification

Reject:

If the batch is rejected:

- The batch status updates to **Rejected**
- The submitter and approvers will receive a rejection email notification

Important: Approval is applied to the entire batch. Partial approval is not supported.



Approval Control

To maintain separation of duties, the submitter cannot approve their own batch.

If no other users have the required approver role, contact your MA administrator to arrange the appropriate access.

What Happens Next

Once a batch is approved, the relevant operations team is notified and proceeds with account creation in line with the existing operational process and account opening SLAs. If further clarification is needed, the team will contact you directly.

As each account is created and linked:

- The corresponding individual application record is updated to **Completed**
- Standard account notification emails are sent

The overall batch status changes to **Completed** once all accounts in the batch have either:

- Been processed successfully, or
- Been cancelled by Vitesse (at the request of the MA)

Additional Feature

View Batch

You can navigate to a batch from either:

- The **Account Applications** grid, or
- From within an individual application created from that batch

To view the batch:

- Select **Action > View Batch** from the grid, or
- Open an individual application, scroll to the bottom, and select **View Batch**

This opens the full **Batch Application** screen, where you can:

- View all applications submitted in that batch
- Review validation results
- Check the latest batch status

Email Alerts and Notifications

Email notifications support the batch workflow by informing users when action is required or when a status changes. The table below summarises the email notifications.

Email Type	Submitter	Approver
Submitted email	No	Yes – All approvers
Rejected email to Submitter	Yes – Submitter only	No
Rejected email to Approvers	No	Yes – All approvers
Approved email to Submitter	Yes – Submitter only	No
Approved email to Approvers	No	Yes – All approvers

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Frequently Asked Questions

Q. When should I use the duplicate feature vs a batch application?

A. Use the duplicate feature when creating a small number of applications (typically fewer than 5).

This approach is often more efficient because:

- Validation occurs in real time as you complete each application in MAS
- If an application is rejected, it can be edited and resubmitted directly in MAS

By contrast, batch applications require you to:

- Correct errors in the CSV file
- Upload a new batch application
- Re-run validation across all rows

As a result, batch is less flexible for small volumes or iterative corrections.

Q. What are good use cases for using the batch application?

A. Batch applications are best suited for high-volume submissions where multiple similar applications need to be created efficiently.

To reduce validation risk and improve control, the recommended approach is to:

- Group applications by DCA or Broker (or other suitable grouping)
- Submit separate batches per group

For example:

- If your dataset includes 3 different DCAs, create:
    - 3 individual applications (one per DCA) in MAS
    - Download a batch template from each individual application
    - Create and submit 3 separate batch applications

This approach:

- Reduces the likelihood of validation failures
- Makes troubleshooting easier if issues occur
- Avoids a full batch rejection due to issues tied to a specific DCA or Broker (or other grouping)

Submitting all records in a single batch is still supported and will be accepted if validation passes, but it increases the risk of a full batch rejection if errors are present.

Q. What file format does the batch template use?

A. The batch template is a CSV file. Always use the template downloaded directly from MAS to ensure the correct column structure and version.

Q. How many rows can I include in a batch?

A. The system can support up to 500 rows per upload.

Q. What happens if I submit a batch with only one record?

A. It follows the batch upload workflow but is processed as a single application after submission.

- It remains visible in the batch upload grid, but there will be no Batch ID
- If rejected, it returns to **Under Construction** status and can be edited and resubmitted within MAS.

Q. What happens if I upload an older version of the template?

A. The system detects a version mismatch and the upload fails validation. Download a new template before starting each batch.

Q. What happens if a checkbox is left blank in the batch template?

A. If a checkbox field is left blank in the CSV template, it is interpreted as **No** by default. Users should ensure all checkbox fields are reviewed carefully before upload to avoid unintended defaults being applied.

Q. What happens if the data schema changes after I upload my batch?

If the template schema changes after your file has been **Validated** but before submission:

- A banner will be displayed in MAS
- The **Submit Batch** option will no longer be available
- Only the **Cancel Batch** option will be shown

To resolve this:

- Re-upload the file as a new batch application to trigger validation and identify schema-related errors, or
- Create or open a new single application to identify required changes, then:
    - Export a new batch template
    - Recreate the file
    - Upload it via a new batch application

This ensures your batch aligns with the latest schema and validation rules.

Q. Why can't I submit my batch application?

A. Check that the file has passed validation and the status is **Validated**.

Q. Why can't I approve a batch application?

A. Check that you have the **View and Approve FCP Account Applications** role assigned. If you do not have this access, contact your MA administrator.

Q. Can I correct a failed batch within MAS?

A. No. If a batch fails validation, you must correct the CSV file and upload it again as a new batch application.

Q. Can I approve some rows and reject others?

A. No. Batch approval is all-or-nothing. The entire batch must be approved or rejected.

Q. Can I still use individual applications instead of batch?

A. Yes. The individual application workflow remains available and can be used whenever a batch application is not required.

Q. What should I do if a Broker, DCA, or MA cannot be found during validation?

A. First, confirm that the entity is registered with Lloyd's, as the lists are obtained from Lloyd's Insights Hub. Once confirmed, contact FCPSupport@vitessepsp.com to add the entry to the reference data. Please include the following information in your email:

- Syndicate - Syndicate ID, Syndicate Name, Managing Agent Name

- DCA - DCA PIN, DCA Name, Office Address, Country
- Broker - Broker Code, Broker Name, Office Address, Country

Note: The DCA PIN and Name fields also display Coverholder Name and Entity ID, sourced from Insights Hub.

Support

If you need further assistance or would like to suggest enhancements, contact your Relationship Manager or the FCP support team at FCPSupport@vitessepsp.com