

Barclays iPortal standing orders

This guide has been designed to support you when creating, amending, cancelling and viewing standing orders.

Introduction

This guide has been designed to assist you when creating, amending, cancelling and viewing standing orders in Barclays iPortal.

Please note: in order to perform the actions listed above, you must have the required entitlements within your Role Profile. If you do not have the appropriate entitlements, you will not be able to view all of the items listed within this guide.

- Standing orders must be made in Sterling (GBP) from UK Sterling eligible accounts and the beneficiary's account must be able to receive Faster Payments.
- Standing orders can be made up to a maximum value of £1,000,000 per transaction to non-Barclays accounts and £999,999,999 to Barclays accounts.
- Standing orders must be set up and fully authorised at least one working day ahead of the first payment date.

Barclays iPortal allows you great flexibility by giving you the ability to set workflows to determine whether standing orders will require authorisation by up to two users.

Creating a standing order

- The **Create Standing Order** screen can be accessed from the Barclays iPortal Homepage by selecting Accounts then Standing Orders.

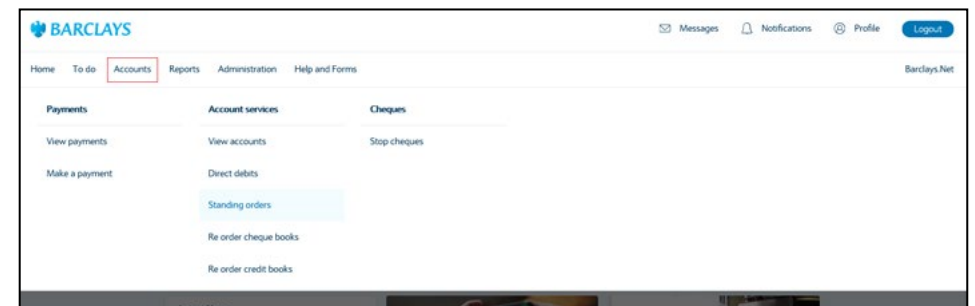


Fig 1

The **Standing Order** screen will display:

The screenshot shows the 'Standing Orders' interface. At the top, there is a search bar containing '200'. To the right of the search bar is a 'New standing order' button. Below the search bar is a table with columns: Account Name, Account Number, Sort Code, Bank Name, END DATE, FREQUENCY, and ACTION. The table contains two rows of data. At the bottom left, it says '0 of 0 standing orders selected'. At the bottom right, there is a 'Cancel standing orders' button.

Account Name	Account Number	Sort Code	Bank Name	END DATE	FREQUENCY	ACTION
GLOBAL CHANGE TEST 4	33406113	200000	BBPLC			
BB PLC - GLOBAL CHANGE...	93383814	200000	BBPLC			

Fig 2

- Click into the search box where the **Debit Account Name, Sort Code** and **Account Number** can be searched for. Once you have clicked into this, a list of eligible accounts will display and the debit account can immediately be selected, or you can enter further characters to refine the search before selecting the account.
- Select **New Standing Order**.

The screen will then populate with further options:

The screenshot shows the 'New Standing Order' form. At the top right, there is a link 'View All Standing Orders'. Below the title, there is an 'Account' dropdown menu. The main form has several fields: '* Amount' (1.00 GBP), '* Start Date' (06/02/2020), and '* Frequency' (ONCE ONLY PAYMENT). Below these are three options: 'Until Further Notice', 'End Date', and 'Number of Payments' (01). At the bottom, there is a 'Beneficiary Details' section with fields for '* Beneficiary Type' (Business selected), '* Beneficiary Name', and '* Reference'.

Fig 3

- Within the **Amount** field, enter the value for each payment that the beneficiary will receive (up to £1,000,000 for non-Barclays accounts and £999 million for Barclays accounts).
- The **Start Date** for the standing order can either be keyed in manually or selected from the picklist by selecting the calendar icon, and must be the date of the first regular payment they will receive. It must be at least one working day in advance of the current date and must fall on a business day. If, in future occurrences, the specified date falls on a non-working day, the standing order will roll to the next available date, e.g. a standing order set for the 1st of each month will be sent on the 3rd if the 1st is a Saturday.
- Select the **Frequency** from the dropdown menu. There are numerous options available to enable you to meet a variety of requirements when creating standing orders. It is possible to set up multiple standing orders to an individual beneficiary if frequency options need to be combined, e.g. if the first payment to a beneficiary will need to fall on a different date to all future payments and cannot be made immediately, you can select **Once Only Payment** for the initial transaction, and then create a separate standing order with the frequency that will be required for all subsequent transactions.
- Select whether the standing order will continue **Until Further Notice**, have a specific **End Date** or end after a certain **Number of Payments** (maximum of 99).

Once the initial details have been entered, the **Beneficiary Details** field then becomes active and can be displayed by scrolling down:

The screenshot shows the 'Beneficiary Details' form. At the top, there is a note: 'Details entered here will be used as part of a Beneficiary Name validation check. Please ensure entries are as accurate as possible.' Below this are fields for '* Beneficiary Type' (Business selected), '* Beneficiary Name', '* Reference', '* Account Number', and '* Sort code'. At the bottom, there are 'Cancel' and 'Review' buttons.

Fig 4

- The **Beneficiary Name** must not be longer than 40 characters with the first 18 characters appearing in the standing order.
- In the **Reference** field, enter the message you would like to display on the beneficiary's statement each time they receive the standing order. Up to 18 characters are allowed in this field.
- The beneficiary's **Account Number** must be eight numeric characters long.
- The beneficiary's **Sort Code** must contain six numeric characters and is required to be Faster Payment addressable.

Please note: once completed, Barclays iPortal will review the **Sort Code** and **Account Number** against each other to ensure the details entered are valid and eligible for standing orders.

- Once all details have been entered, select the **Review** button. Selecting Review will perform a beneficiary name validation check with the beneficiary bank using the input details. A response to the beneficiary name validation check will be displayed:
 - Match – when the account name and details match.
 - Close match – when the account is registered to someone with a similar name.
 - No match/Not performed – when the name does not match the name on the account or the validation check could not be completed.
 - Account not reachable – when the account details do not exist.

Please note: the notification box provides details of the beneficiary validation check. Please ensure this is read in full and the appropriate action is taken. To continue select the required navigation button.

- Alternatively, selecting Cancel will clear all fields, enabling you to start again.

Please note: the **Review** button will not be available for selection if there are any mandatory fields that have not been completed. If any fields have been completed incorrectly, an error message will display at the top of the page once **Review** is selected.

The next screen will contain a preview of the **Standing Order**:

New Standing Order		
PAID FROM Iportal10411213 20-16-40 10411213	BENEFICIARY REFERENCE ghghg5	
BENEFICIARY TEST CASS 84-35-53 68563496 (Business)	FREQUENCY ONCE ONLY PAYMENT 06/02/2020 - No End Date	AMOUNT GBP 44.00 NO. OF PAYMENTS: 1
Beneficiary Name Validation - Match		

Fig 5

There are two options on this screen:

- Select **Back** to return to the previous page and modify any details
- Select **Submit** if all details are correct.

Please note: if the workflow for standing orders is set to no authorisation, a **Digital Signature** will be required upon selecting **Submit**. Please refer to the **Providing a Digital Signature** section of this guide for further details.

If authorisation is required for standing orders, this must be completed at least one working day before the date of the first payment. Please see the **Authorising and Repairing Guide** for further details.

Please note: if the standing order you have created is a duplicate of one that is already set up, the system will not flag this upon submission. As best practice, ensure you check existing standing orders before creating a new one to avoid such duplication.

View, Amend or Cancel a Standing Order

Standing orders that have been authorised can be viewed, amended or cancelled.

All active standing orders will be available to view, including those that were not set up on Barclays iPortal. If a standing order is amended or cancelled, this action may require authorisation depending on the workflows you have set up for standing orders.

From the Homepage select Accounts then Standing Orders:

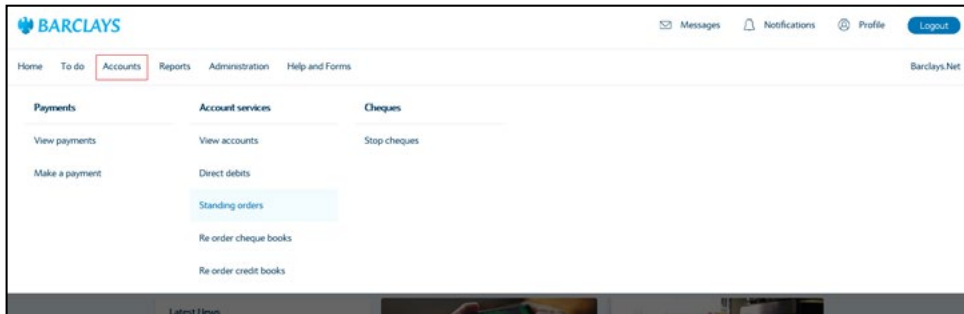


Fig 6

The **Standing Orders** screen will display:

Standing Orders						
<input type="text" value="BARCLAYS BANK PLC - GLOBAL CHANGI"/> <input type="button" value="New standing order"/> <input type="text" value="Search"/>						
	BENEFICIARY	REFERENCE	AMOUNT	END DATE	FREQUENCY	ACTION
<input type="checkbox"/>	BARCLAYS	GBOBAL	0.01	30/01/2020 00:00:00	ONCE ONLY ...	
<input checked="" type="checkbox"/>	SL TEST 02...	BARCLAYS	0.02		WEEKLY	Amend
<input type="checkbox"/>	BARCLAYS	GSS	0.01		ANNUAL	Amend
<input type="checkbox"/>	BARCLAYS	GSS SL LCT	0.01		ANNUAL	Amend
<input type="checkbox"/>	RESILIENCY...	RES STO	0.01		ANNUAL	

Fig 7

- To view a standing order, click on the [hyper-link](#).
- To amend a standing order, click on **Amend** on the right hand side in the action column.
- To cancel a standing order, tick the box on the left and then select **Cancel Standing Order** at the bottom of the page. Multiple standing orders can be cancelled at once by selecting multiple tick boxes.

Please note: if a standing order has no tick box or **Amend** option, this means the standing order either has a change that is pending authorisation, or has been cancelled. In either of these instances it cannot be modified. Additionally, if you do not have the **Amend** entitlement then the action column will not be displayed.

- There are further steps required for each of these actions and these are now detailed in turn on the following pages.

Viewing a Standing Order

When opened to view, a standing order displays as below:

Standing orders		
standing order		
Account10259071 200000 10259071		3
BENEFICIARY ADFD 201656 00318809	FREQUENCY ANNUAL 26/10/2015 - 26/08/2039	AMOUNT GBP 1.00
Back		

Fig 8

No actions can be taken on a standing order when opened for viewing. To return to the previous screen select **Back**.

Amending a Standing Order

When the **Amend** option is selected, the **Amend Standing Order** screen will display:

The screenshot shows the 'Amend Standing Order' interface. At the top, it says 'Standing Orders' and 'Amend standing order'. Below that, the account number is '10344281\ 201640portal103...'. The main form has several sections: Amount (201.00 GBP), Start date (01/01/1970), Frequency (MONTHLY SPECIFIC DATE), and End Date (17/03/2017). Below these are 'Beneficiary Details' including Beneficiary Type (Business/Person), Beneficiary Name (UNI OF), Reference (AA135374TIM), Account Number (58080716), and Sort code (60 09 50). Buttons for 'Cancel' and 'Review' are visible at the bottom.

Fig 9

- The **Debit Account** cannot be amended. If the account that a standing order is paid from requires changing, a new standing order will need to be created.
- **Amount, Start Date, Frequency** and **End Date** can all be amended.

Scroll down to display further details:

The screenshot shows the 'Beneficiary Details' screen. At the top right, there is a 'Reset beneficiary details' button. Below that, a notification box says: 'Details entered here will be used as part of a Beneficiary Name validation check. Please ensure entries are as accurate as possible.' The form has several sections: Beneficiary Type (Business/Person), Beneficiary Name (UNI OF), Reference (AA135374TIM), Account Number (58080716), and Sort code (60 09 50). Buttons for 'Cancel' and 'Review' are visible at the bottom.

Fig 10

- Select Edit Beneficiary Details enables Beneficiary Type, Beneficiary Name, Reference, Account Number and Sort Code to be modified.
- Please note:** select Reset Beneficiary Details to undo any changes to the beneficiary details.
- Once all details have been entered, select the Review button. Selecting Review will perform a beneficiary name validation check with the beneficiary bank using the input beneficiary details. A response to the beneficiary name validation check will be displayed;
 - Match – when the account name and details match.
 - Close match – when the account is registered to someone with a similar name or the Beneficiary Type differs.
 - No match/Not performed – when the name does not match the name on the account or the validation check could not be completed.
 - Account not reachable – when the account details do not exist.

Please note: the notification box provides details of the beneficiary validation check. Please ensure this is read in full and the appropriate action is taken. To continue select the required navigation button.

- Alternatively, select **Cancel** to undo any changes and return to the previous page.

The standing order will display with the amended details and can be reviewed before submitting.

Standing Orders

Review
Digital Signing Required

Amend Standing Order

Account Name lportal10411213 201640 10411213	Beneficiary Reference OJKJKK
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To TEST ANNM 77-40-05 68563496 (Business)	Frequency ONCE ONLY PAYMENT 18/01/2020 - No End Date	Amount GBP 500,00 NO. OF PAYMENTS: 1
---	--	--

⚠ Beneficiary Name Validation - No Match

Back Submit

Fig 11

- If any details need to be modified, select **Back**.
- If the details are correct, select **Submit**.

Please note: if the workflow for standing orders is set to no authorisation, a **Digital Signature** will be required upon selecting **Submit**. Please refer to the **Providing a Digital Signature** section of this guide for further details.

If authorisation is required for standing orders, the previous standing order arrangement will remain in place until it has been fully authorised. Authorisation must be completed one working day before the next payment date for the changes to take effect prior to the next transaction. Please see the **Authorising and Repairing Guide** for further details.

If you have selected **Cancel Standing Orders**, you will be taken to the Review screen:

Review
Signing required - 1 standing order(s)

Cancel Standing Order Active

Account Name BARCLAYS BANK PLC - TEST 20 32 53 03386996	Beneficiary Reference BARCLAYS
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To BARCLAYS 203253 63749398	Frequency WEEKLY 01/12/2020 - No End Date	Amount GBP 0.02
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Back 1 Standing order selected Submit

Fig 12

- To return to the previous screen without cancelling the standing order, select **Back**.
- To confirm the cancellation, select **Submit**.

Please note: if the workflow for standing orders is set to no authorisation, a **Digital Signature** will be required upon selecting **Submit**. Please refer to the **Providing a Digital Signature** section of this guide for further details.

If authorisation is required for standing orders, cancellation will also require authorisation and the standing order will not be cancelled until it is fully authorised. Authorisation must be completed one working day before the next payment date to avoid any further payments being made to the beneficiary.

Providing a Digital Signature

If your standing order workflow is set to no authorisation, then any instance of creating, amending or cancelling a standing order will require a digital signature before the action is confirmed.

Please note: you also need to digitally sign when sending to repair and rejecting.

After clicking **Submit** the **Digital Signature** box will open. You will be prompted to digitally sign via your preferred authentication method (Biometric or Smartcard).

After correctly inputting your digital signature, the confirmation screen will display:

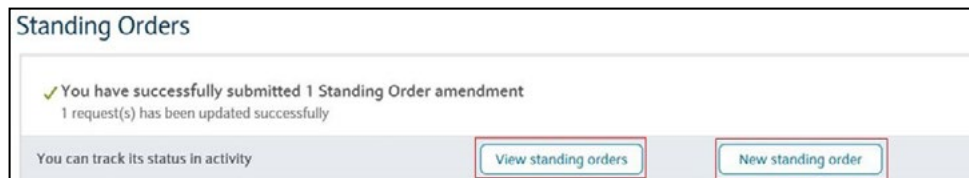


Fig 13

- Select **View Standing Orders** to return to the main Standing Orders screen.
- Select **New Standing Order** to create a new standing order.
- Alternatively, use the tabs at the top of the screen to navigate to another section of Barclays iPortal.

You can get this in Braille, large print or audio by calling 0800 027 1316, Option 1* (via Text Relay or Next Generation Text Relay if appropriate). For more information, please visit barclayscorporate.com/alternativeformats. Clients outside of the UK please contact your local Barclays representative or call +44 207 757 7323, Option 1**.

*Calls to 0800 numbers are free from UK land lines and personal mobiles, otherwise call charges may apply. Please check with your service provider. To maintain a quality service we may monitor or record phone calls. Lines are open Monday to Friday, 8am to 7pm.

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Item Ref: 9914228_DB. January 2023.