Barclays iPortal

Summary of updates

September 2022



Introduction

To improve your experience of using Barclays iPortal we continuously review and enhance the channel. You will now see some changes and be able to access some new features. In addition, we have made some changes to improve performance.

This document explains the changes.

Updates include:

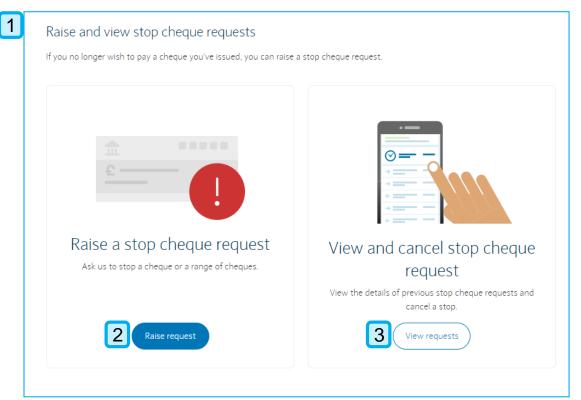
• New look and feel for Stop Cheque



New look and feel – Stop Cheque

Last year, we refreshed the look and feel of the iPortal homepage and this year we will bring that same look and feel to the rest of iPortal. This month, the screens for Stop Cheque have been refreshed and you can see how they now look in the following slides.

- Landing page The look and feel of the homepage has been modified to show 2 new options
- 2. Raise request Start the process of stopping a cheque or a range of cheques
- **3. View request** View previous stop cheque requests or cancel a stop





- 1. Stop cheque journey is broken down into 5 stages and the bar at the top lets you know current status
- 2. Stoptype-you can select to stop an individual cheque or a range of cheques
- 3. Select an account 1 account can be selected from the account table. You can filter the accounts by entering account name or details (minimum of 3 characters). Accounts can also be sorted by account name or account details
- 4. Cancel/Confirm 'Cancel' will remove the selected account and 'Confirm' will proceed to the next stage

1	1 — Select accoun	t	2 Search cheques		— (3 Select re) —— ason				Confirmation
2	Stop type Individual You can reque	Range est to stop up	o to 9 individual chee	ques.						
3	٩	nt Acc r by account . Begin typ	oun: name or details ing an account nam	e or details	GBP	Sort acco	ounts by nt name (A-2	Z)		~
			Accour Accour Accour Accour Accour Accour		Account o			Currency CBP CBP CBP CBP		
							4	Cancel	Confir	m



- 1. Stage 2 is 'Search cheques'
- 2. Selected account The account selected in Stage 1
- **3. Change account** Use this button to change the currently selected account
- Enter cheque number Number of the cheque that needs to be stopped
- 5. Add another cheque This button will duplicate the enter cheque number field. You can select this option up to 9 times
- 6. Search period
- 7. Goback Return to previous stage
- 8. Search cheques Proceed to stage 3

	Select account	-12 Search cheques		3 t reason		Confirmation
	Stop type	Range to 9 individual che				
2	Select an accoun		, ;BP			
3	Change account Enter a cheque num	ber		5		
4	e.g. 123456 Choose search perio	d		Add another che	eque	
6	3 months	6 months	9 months ()	13 months		
7	Go back	1			[B Search cheques



- 1. Stage 3 is 'Select reason'
- 2. Selected account The account selected in Stage 1
- **3. Cheque number** The cheque number that was entered in Stage 2. If multiple cheques have been entered they will be listed separately
- 4. Dropdown To open and collapse the cheque options
- 5. Reason for stopping cheque You can choose between: 'lost', 'stolen' or 'other'. This field is mandatory. Once the reason has been selected the additional optional fields will populate
- 6. Cheque date The date the cheque was issued
- 7. Payee The name of the payee the cheque was issued to
- 8. Comments A free format box to enter any additional information
- 9. Review Proceed to Stage 4



The earliest ledger date we have searched for cheques is 16/07/2021.

3 Ch	heque number - 1	4^
Re	eason for stopping the cheque	Amount(CBP)
5	Lost 🗸	0.00
		Maximum 13 digits and 2 decimal points
	heque date (DD/MM/YYYY)	Payee
6	DD/MM/YYYY	Enter payee
		Maximum 30 characters
8 🤅	omments	
	Maximum 80 characters	
Ma	aximum 80 characters	
		Remove
Gol	back	Review



- 1. Stage 4 is 'Review'
- 2. Review the details
- 3. Cheque number The cheque number(s) entered in Stage 2
- 4. Reminder that if authorisation is required the stop will not be active until it has been authorised.
- **5. Submit** To submit the stop cheque request and proceed to Stage 5

	Select account	Search cheques	Select reason	1	4 5 view Confirmation
~		should be, then subm	it the stop cheque request.		
	Account details				
	Account name				
	Sort code				
	Account number				
	Contact name				
	Contact number				
3	Cheque number	- 1			~
4	(j) If a stop chequ	ue request requires au	ithorisation, the stop will not b	e active until it has bee	n authorised.
	Go back				5 Submit



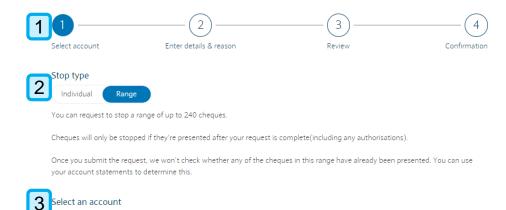
- 1. Confirmation
- 2. Account details
- 3. Cheque number
- 4. Reminder that you can track the status of this Stop Cheque request in 'Activity'
- **Raise another request** Will take you back to Stage 1
- 6. View stop cheque requests

		\bigtriangledown)		
	1 A stop cheque	e request has bee	n successfully	submitted.	
2	Account name				
	Sort code				
	Account number				
3	Cheque number				~
4	(i) You can track its status in activity				
5	Raise another stop request			6 View stop cheq	ue requests



New look and feel – Stop Cheque (Range)

- 1. The journey for a range of cheques is broken down into 4 stages and the bar at the top lets you know current status
- 2. Stoptype
- 3. Select an account 1 account can be selected from the account table. You can filter the accounts by entering account name or details (minimum of 3 characters). Accounts can also be sorted by account name or account details
- 4. Cancel/Confirm 'Cancel' will remove the selected account and 'Confirm' will proceed to the next stage



Q Beg	ount name or details in typing an account name or 3 or more characters.	details Account	name (A-Z)	~
	Account name	Account details	Currency	
	Account			
\bigcirc	Account			
\bigcirc	Account			
\bigcirc	Account			



New look and feel – Stop Cheque (Range)

- 1. Stage 2 is 'Enter details & reason'
- 2. Selected account The account selected in Stage 1
- **3. Change account** Use this button to change the currently selected account
- **4. Cheque range from/to**–You can request to stop a range *of up to 240 cheques*
- 5. Reason for stopping 'Lost', 'Stolen', 'Did not receive' and 'Other' can be selected. If 'Other' is selected an additional comments box will populate to enter details (optional)
- 6. Review-Proceed to Stage 3

<u></u>		3	4
Select account	Enter details & reason	Review	Confirmation
Stop type			
Individual Rang	ge		

You can request to stop a range of up to 240 cheques.

Cheques will only be stopped if they're presented after your request is complete(including any authorisations).

Once you submit the request, we won't check whether any of the cheques in this range have already been presented. You can use your account statements to determine this.

Select an	account	
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2	> Account aardvarkaccount3 2	
3	Change account	
	Cheque range from	Cheque range to
4		
<u> </u>	Reason for stopping the cheque	
5	Select V	
	Co back	6 Review



New look and feel – Stop Cheque (Range)

- 1. Stage 3 is 'Review'
- 2. Review the details
- Cheque number The cheque numbers that were entered in Stage 2
- 4. Reminder that if authorisation is required the stop will not be active until it has been authorised.
- 5. Submit To submit the stop cheque request and proceed to Stage 4 (Confirmation page for Range is same as Individual, shown in slide 8)

	Select account E	inter details & reason	1.3 Review	Confirmation
2	Review the details Check everything's as it should be, the Account details	hen submit the stop cheque request.		
	Account name			
	Sort code			
	Account number			
	Contact name			
	Contact number			
3	Cheque number - 1			~
4	(i) If a stop cheque request re	equires authorisation, the stop will not b	e active until it has been authorised.	
	Go back		5	Submit



- 1. View requests Clicking this button will load account selection screen
- 2. Account select Mirrors the account selection table from Stage 1 of the Stop Cheque journey

View and			
field and	I cancel sto	op cheque	
	request		
View the details	of previous stop ch cancel a stop.	eque requests and	
1	View requests)	
None selected count name or details.	Sort accounts	by	
gin typing an account name or detail	s Account nar	ne (A-Z)	,
3 or more characters.			
a contrario constructora.			
Account name	Account details	Currency	
	Account details	Currency	
Account name	Account details	Currency	
Account name	Account details	Currency	
	None selected secont name or details	View the details of previous stop ch cancel a stop. View requests View requests Voiew requests View requests None selected Sort accounts ain typing an account name or details Account name	View the details of previous stop cheque requests and cancel a stop.

Go back



8

Go back

- 1. Selected account Account that was selected from the account table in the pervious page
- 2. Change account Takes you back to the account table to change the selected account
- **3.** Sort/Filter Cheque table can be sorted and filtered using the different options (further details found on slide 14)
- 4. Status options Cheque table can be filtered by the status of the Stop Cheque request. Only 1 status can be selected
- Cheque number Hyperlink that can be selected for further details (details on slide 15)
- 6. Cancel Hyperlink for the selected cheque to be cancelled
- 7. Dropdown Provides details of cheque date and payee
- 8. Go back Takes you back to the Stop Cheque landing page

Which account would you like to see stop cheques for?

	Select an account						
1	> Account aarc	dvarka					
2	Change account						
	Showing 1-8 of 8 stop che	que requests created	between 2022/02/	24 and 2022	/08/23	3 Sort	수 Filter 로
	Filter by stop cheques requ	uest status					
4	✓ All Active E	xpired Cancelled					
5	Cheque number(s)	Stop date	Amount (£)	Reason	Status	Action	
	<u>127635</u>	2022/08/18		Stolen	Active	6 Cancel	7~
	Cheque date						
	Payee						
	<u>15</u> {	2022/08/17	112.00	Lost	Active	Cancel	>
	<u>32!</u>	2022/08/17		Other	Cancelled		>
	<u>23</u>	2022/08/11		Lost	Cancelled		>
	<u>54</u> ;	2022/08/10	1.00	Lost	Active	<u>Cancel</u>	>
	12:	2022/08/09	1.00	Lost	Active	<u>Cancel</u>	>
	<u>12:</u>	2022/08/09	2.00	Lost	Active	<u>Cancel</u>	>
	<u>64</u> :	2022/08/09		Stolen	Active	<u>Cancel</u>	>



1. Sort by – You can select:
'Cheque number' (0-9 or 9-0)
'Stop date' (New-Old or Old-New)
'Amount' (Highest-Lowest or Lowest-Highest)

2. Sort requests – To sort the cheque table by the selected option

3. Filter by – 'Stop date' is a mandatory first field – you can filter by date up to 13 months

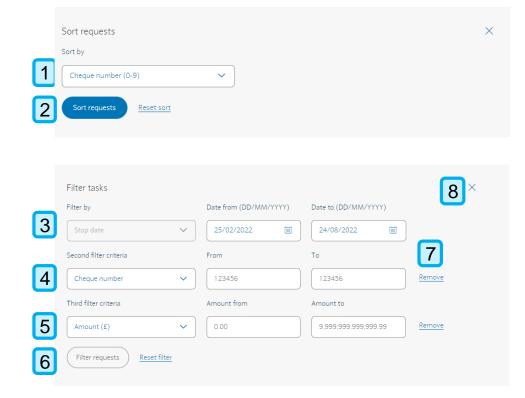
4. Second filter criteria – 'Amount' or 'Cheque number' can be selected

5. Third filter criteria – The last filter will be the unused option of the previous filters

6. Filter requests – Apply the filters

7. Remove – Removes the additional filter

8. Close – Will collapse the sort and filter options





When the cheque number has been selected further details will be provided.

- Account details You will be presented with the account details that were previously selected
- 2. Cheque details The details that were entered for the cheque on the Stop Cheque request
- **3. Go back –** Takes you back to the previous page
- 4. Cancel request Proceed to cancel the selected cheque

1 Account details						
Account name	а					
Sort code	2					
Account number	S					
Contact name	L					
Contact number	+					

Cheque details

Go back

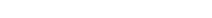
3

2

Reason for stopping the cheque	Stolen	
Amount (GBP)		
Cheque date		
Comments	Create Comment	
Payee		
Stop status	Active	
Stop date	2022/08/18	



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After selecting 'Cancel request' or selecting the hyperlink 'Cancel' you will be able to complete the cancelation of the Stop Cheque request.

- Account details You will be presented with the account details that were previously selected
- 2. Cheque details The details that were entered for the cheque on the Stop Cheque request
- **3. Comment** You can enter further comments for audit purposes (optional field)
- 4. Go back Takes you back to the previous page
- 5. Submit Proceed with the cancelation of the Stop Cheque request

Review the details

Check everything's as it should be, then submit the cancel stop request.

1 Account details		
Account name	é	
Sort code	-	
Account number	<u> </u>	
Contact name	l	
Contact number	-	

Cheque details Cheque number - Comment Comment Comment Coback Submit



After submitting the cancelation for the Stop Cheque request the confirmation page will provide further details.

- 1. Confirmation will be provided when the Stop Cheque cancelation has been submitted successfully
- 2. Account details Confirmation of the account details that were entered
- **3. Cheque number** entered for the Stop Cheque. The dropdown will provide further details that were entered on the request
- 4. Reminder that you can track the status of this Stop Cheque request in 'Activity'
- 5. Raise another request Will take you back to Stage 1
- 6. View stop cheque requests



Cancel request submitted for Stop cheque. Your request has been sent for level 1 authorisation

2	Account name	ai	
	Sort code	21	
	Account number	91	
3	Cheque number - 1:		~
4	(j) You can track its status in activity		
5	Raise another stop request		6 View stop cheque requests



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