

Barclays iPortal Trade and Working Capital

Non-standard Instruction Submissions

Audience	Trade and Working Capital clients
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Overview

This document has been created to support you in submitting instructions to Barclays Trade Operations using Barclays iPortal Trade & Working Capital when dealing with scenarios not covered within the suite of standard applications.

Should you have any scenarios not covered in the below list please contact your Trade Director or main Barclays relationship team. They will identify a suitable solution and update you as soon as possible.

Examples of these scenarios include:

- cancellations
- discount requests
- changes to addresses/contacts (specific instrument)
- updates to settlement instructions.

For urgent instructions you should also contact the Trade Client Support team (tradeclientsupport@barclays.com; 0330 156 0026 *). The team will then escalate your request and keep you updated.

Please note that Portal Mail Messages cannot be accepted for changes to New Instrument applications or Amendment applications that have been submitted and are being processed. If you need to make changes to a submitted application please contact Trade Client Support and ask them to arrange for the application to be returned to Barclays iPortal Trade & Working Capital. You can then update the application and re-submit to Trade Operations to continue processing.

*For information on call charges please visit <https://www.barclayscorporate.com/general-info/call-charges/>

Non-Standard Instruction Submission routes

Product	Request	Solution
Export collection and/or Direct send collection	Close request as funds received directly	Portal Mail Message
	Discount request	Portal Mail Message
	Accept/reject request from the overseas bank for a change in value	Create Amendment to accept an amendment Portal Mail Message where an amendment is rejected
Import collection	Acceptance completed but payment is not to be made at maturity	Portal Mail Message linked to the Trade Acceptance (TA) instrument Please ensure that this is sent well in advance so that settlement isn't completed before the message is processed
	Pay a previously unpaid collection	Create Settlement Instruction
	Request an amend to a delivery instruction after submitting the Settlement Instructions	Portal Mail Message Please contact Trade Client Support to ensure the instruction is updated before processing is completed
	Confirm that a collection is unpaid	Portal Mail Message
Import letter of credit	Extend maturity date of a Banker's Acceptance (BA)	Create Amendment. Detail the requirement in the Instructions to Bank field
	Request cancellation	Portal Mail Message. Written, signed cancellation instruction to be attached to the Mail Message
Export letter of credit	Discount request	Portal Mail Message
	Accept/reject amendment	Portal Mail Message. Written and signed acceptance/rejection to be attached to the Mail Message

Product	Request	Solution
Export letter of credit (cont)	Request cancellation	Portal Mail Message. Written and signed acceptance/rejection to be attached to the Mail Message
	Accept/Reject cancellation (requested by Applicant)	Portal Mail Message. Written, signed acceptance/rejection to be attached to the Mail Message
Outgoing guarantee Outgoing standby letter of credit	Request cancellation	Portal Mail Message. Written, signed cancellation instruction to be attached to the Mail Message
	Request to issue a notification of termination	Portal Mail Message. Written, signed to be attached to the Mail Message
Incoming guarantee Incoming standby letter of credit	Accept/reject amendment	Portal Mail Message. Written, signed acceptance/rejection to be attached to the Mail Message
	Submitting a claim	Claims must be presented in writing in accordance with the terms presented within the BGI/SBLC wording
	Request cancellation	Portal Mail Message. Written, signed cancellation instruction to be attached to the Mail Message
	Accept/Reject cancellation (requested by Applicant)	Portal Mail Message. Written, signed acceptance/rejection to be attached to the Mail Message
All products	Updates to accounts for settlement/charges	Portal Mail Message attached to the transaction where the change is required
	Changes to contacts/addres(ses)	Create Amendment. To update a contact or address for a specific instrument To update an address in Portal please contact corporateclientoutreach@barclays.com To change the contact appearing on advices please contact Trade Client

		Support using the contact details on page 1 of this guidance document
All products (cont)	General chasers/updates	<p>Portal Mail Message</p> <p>Please note that responses submitted via the Portal may be slow. Please contact Trade Client Support if you require a quick response</p>
	Charge queries	<p>Portal Mail Message</p> <p>Please note that responses submitted via the Portal may be slow. Please contact Trade Client Support if you require a quick response</p>