

Barclays Trade and Working Capital iPortal – FAQs

Audience	Trade and Working Capital Clients
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1. Overview

Q: What are the main benefits of Barclays iPortal Trade and Working Capital?

A: A digital solution that puts your business at your fingertips:

- Full Digital Trade product offering
- Improved service through automation
- Extensive self-service functionality
- 24/7 Access & Real-time information

2. Trade & Working Capital Portal

2.1. Overview and Functionality

Q: What products will be available through the portal?

A: Eventually, we aim to deliver all Trade and Working Capital (TWC) products via the portal. Initially all Documentary Trade products (Documentary Trade Products includes Outgoing Guarantees (BGIs)/Standby Letters of Credit (SBLC's), Import & Export Letters of Credit (LC), Import & Export Collections), followed by Trade Loans and then Selective Receivables Finance (SRF).

Q: Will Barclays iPortal Trade & Working Capital provide live access to outstanding exposure for all Trade Products (ILC / Trade Loans, Collections and BGIs)?

A: Yes. You will be able to view your outstanding transactions, receive related correspondence and request amendments if required. However, limit data will not be available via the portal.

Q: Given that the new system is a 'live' system, will we be able to see live status updates of the progress of the transactions?

A: Whilst Barclays iPortal Trade and Working Capital is a live system, you will not have complete visibility of transactional progress given the various stages of activity required. However, you will be able to see a status update of your transaction. Examples of transaction statuses include Started, Partially Authorised, Authorised, Returned by Bank and Processed by Bank. Please refer to [Barclays iPortal Trade and Working Capital: How to Guide](#) for further guidance.

Q: How are additional or supporting documents submitted if required?

A: You will be able to attach and submit documents to your request within Barclays iPortal Trade & Working Capital. . Instructions on how to do this is included in the [Barclays iPortal Trade and Working Capital: How to Guide](#).

Q: Will the system handle Direct Collections in the same way that Global Trade Platform (GTP) did or are there any changes to consider?

A: You will continue to be able to complete Direct Collections via Barclays iPortal Trade & Working Capital.

1. You will be required to upload your documents into Barclays iPortal Trade & Working Capital to allow screening to be completed.
2. The documents will be sanction screened prior to the Collection Schedule (and Bill of Exchange where applicable) being made available for you to print in Barclays iPortal Trade & Working Capital.

Q: Is it mandatory for documents to be uploaded for Direct Send Collections?

A: Yes. The upload of documents is mandatory for Direct Send Collections. There are regulatory checks undertaken which are required under all Trade Products. Direct Send Collections were covered under an attestation on GTP, but that process is no longer acceptable in line with the latest regulatory guidance.

Q: How long will the review take of Direct Send Collections before it gets released and files become available for review/download?

A: Given the latest regulatory guidance, we have an obligation to ensure we meet the required policy and have to review all documents. As such, we are aiming to complete the review within 24 hours of submission.

Q: For Direct Send Collections, where do you include the Shipment information?

A: There is no longer a need to put shipment information on a Direct Send Collection, as the information is available to our Operations Team as part of the mandatory document screening.

Q: For Direct Send Collections, can we edit the transaction if it is in 'pending' status?

A: If a Direct Send Collection is showing a status of "Pending" it means it is with the Operations Team for processing. If the instruction needs to be amended you can contact the Trade Operations Team (0330 156 0026), asking them to reject the Direct Send Collection back to you in Barclays iPortal Trade and Working Capital where you can amend and resubmit.

Q: After accepting Import Collections, how do we know that the document has been couriered? Are there any tracking options available?

A: No tracking option is available, once documents have been mailed, you can either email (tradeclientsupport@barclays.com) or call (0330 156 0026) the Trade Operations team and they will be able to provide the DHL tracking number.

Q: How do you print an LC before authorizing for checking purposes?

A: Once you have clicked Verify Data there is an option to Download Saved Data.

Q: Will the new LC layout be the same as before?

A: LC formats are driven by SWIFT Standards so are universal between all banks and bank platforms

Q: How would we know that Drafts have been paid so files can be closed?

A: Any draft settled, would show a Payment with a status of Processed by Bank once it has been paid.

Q: Where can we see Maturity Dates?

A: The 'Outstanding Liability report detailed' will show the maturity date for any outstanding collections

Q: We received letters from Barclays daily, will these continue or can we view via the Barclays iPortal Trade and Working Capital with download option?

A: All letters will be sent via the portal and will be available to download.

Q: For Import Letters of Credit, will we have the ability to select the settlement account for principal and charges. Can additional accounts be added to the list on an ad hoc basis if the settlement account changes?

A: Yes you can select your settlement account, however this will need to have been provided to the Corporate Client Outreach team (0800 206 1717) at onboarding, if you want to add any additional list of accounts- these will need to be provided to the Client Outreach team.

Q: Where can we see migrated transactions?

A: You can view these on Barclays iPortal Trade and Working Capital under the transactions tab

Q: Where do I see the documents that my colleague has sent to the bank? In GTP there was an option to download the uploaded documents.

A: You can view documents added to the transaction by going in to the instrument.

Q: Have existing templates from the old GTP system been migrated over?

A: Existing templates are not being migrated across, new templates will need to be set up.

Q: Does the new portal functionality provide an audit trail of our transactions? And if so, what will happen with the transactions that are already booked in Trade Manager today?

A: Yes, you are able to view an audit trail of transactions. However, closed instruments will not migrate, only live instruments will be migrated from Trade Manager and therefore viewable via the portal.

Q: Are emails detailing outstanding actions generated through Barclays iPortal Trade and Working Capital and sent to us?

A: No. You will need to log into the portal to view outstanding actions

Q: How can I view 'all' transactions, this always navigates back to 'started' when I go back to the transaction screen?

A: Should there be a requirement to view all transactions, this can be achieved by using the filter function & selecting 'All' from the drop-down list.

Q: Is there an admin facility to add new users within Trade Services?

A: Yes, please refer to the [Barclays iPortal Trade and Working Capital: Admin Self-Serve Training Guide](#) and [video](#) for further guidance. If you need further support please contact Corporate Client Outreach (0800 206 1717).

2.2. Support

Q: Is there a helpdesk to call if I require support for Barclays iPortal and/or the Barclays iPortal Trade & Working Capital?

A: Yes. You can reach out to the Corporate Client Outreach team on 0800 206 1717. For transaction queries, please reach out to Trade Operations on 0330 156 0026 or email tradeclientsupport@barclays.com.

Q: Who can I speak to if I have a technical issue with the system?

A: You can reach out to the Corporate Client Outreach team (0800 206 1717). Should the helpdesk be unable to assist with your query they will put you through to the relevant team or arrange for a call back for further support.

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*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

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