Manage Beneficiaries: Beneficiary bulk update user guide

Straight2Bank

Making banking simple, 24/7

Contents

Manage Beneficiaries - Beneficiary bulk update

Overview

To support ISO 20022 payment messaging standards, international payments must include structured or hybrid beneficiary address details. At minimum, the beneficiary address must include **Town** and **Country**.

From **9 May 2026**, structured or hybrid addresses are mandatory for new beneficiaries created in **Straight2Bank**. Existing predefined beneficiary templates with unstructured address details must also be updated.

This guide explains how to update existing beneficiaries using either the online screen or file upload. It also explains how to complete authorisation and update any linked payment templates before initiating payments.

You can update beneficiaries in two ways:

1. Use **Beneficiary bulk update** in Straight2Bank to update up to **250 beneficiaries** in one batch. See Section 1.
2. Use **file upload** to update a **large number of beneficiaries** in one batch. See section 2.

1. Beneficiary bulk update on screen

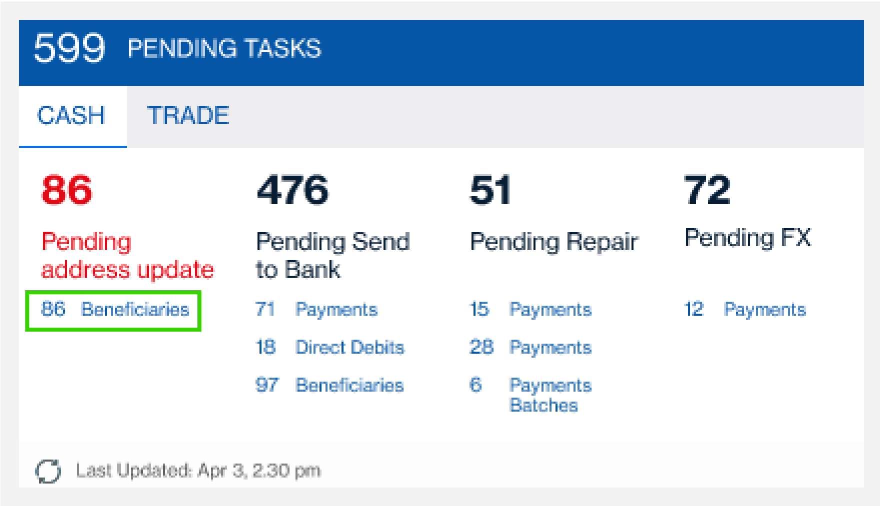
Use this option to update missing **Town** and **Country** details for up to **250 beneficiaries** in one batch.

1. 1 Step 1: Open Beneficiary bulk update screen

Access the Beneficiary bulk update screen using either of the following options:

1.1.1 Option 1: From the Pending Task dashboard

a. Go to **Dashboard** → **Pending Tasks** → **Pending Address Updates**, and then select **X Beneficiaries**.
b. "X" shows the number of beneficiaries with missing **Town** details.

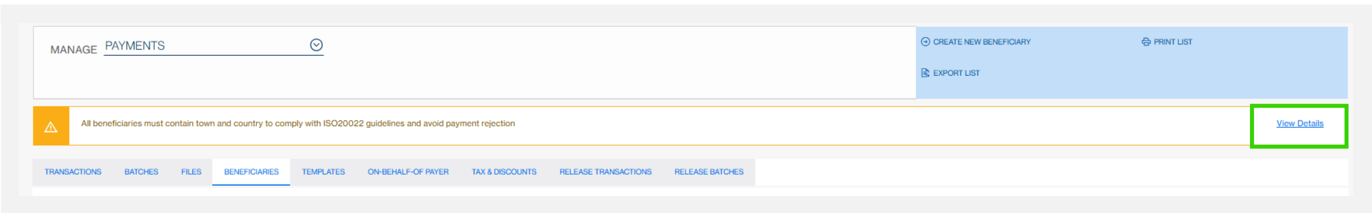


OR

1.1.2 Option 2: From Manage Beneficiaries screen

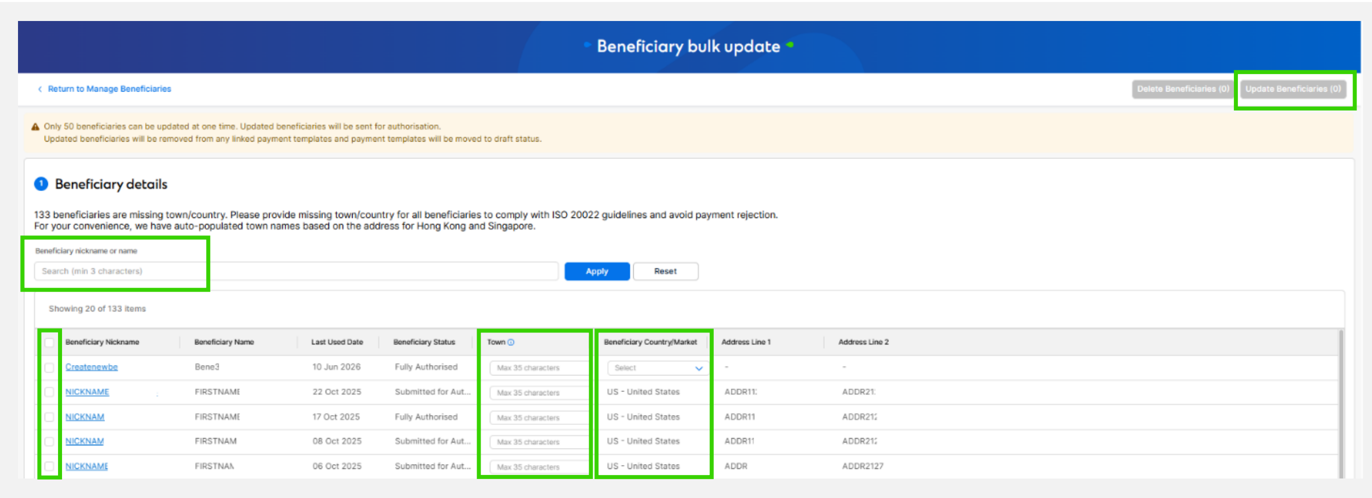
a. Go to **Cash** → **Manage** → **Beneficiaries** from the left navigation menu.
b. On the **Manage** → **Beneficiaries** screen, review the notification banner. The banner appears when one or more beneficiaries are missing Town or Country details required for ISO 20022.
c. Click **View Details** on the right side of the banner to open the **Beneficiary bulk update** screen and begin updating the impacted records.

Note: On-screen WalkMe guidance is available to help you complete the beneficiary bulk update.



1. 2 Step 2: Review and update beneficiary details

1. On the **Beneficiary bulk update** screen, review the beneficiaries missing **Town** and **Country** details.
2. Select up to **250 beneficiaries** in one batch. If more than 250 beneficiaries require updates, submit them in multiple batches.
3. Use the Search function to find a beneficiary by Beneficiary Nickname or Beneficiary Name.
4. Select the required beneficiaries using the checkboxes, then click **Update Beneficiaries.**
5. For Hong Kong and Singapore beneficiaries, the **Town** field is auto populated where available.
6. In **Town**, enter the town name as free text. The field allows up to 35 characters.
7. In **Country**, select the country from the dropdown list.
8. Submit the update.
9. Once submitted, any linked payment templates will move to Draft status.



After submission:

- The beneficiary record status changes to **submitted for Authorisation**.
- The approver **must review** and **approve** the submitted beneficiary updates.
- Affected payment templates must be updated and submitted for authorisation before payments are initiated.

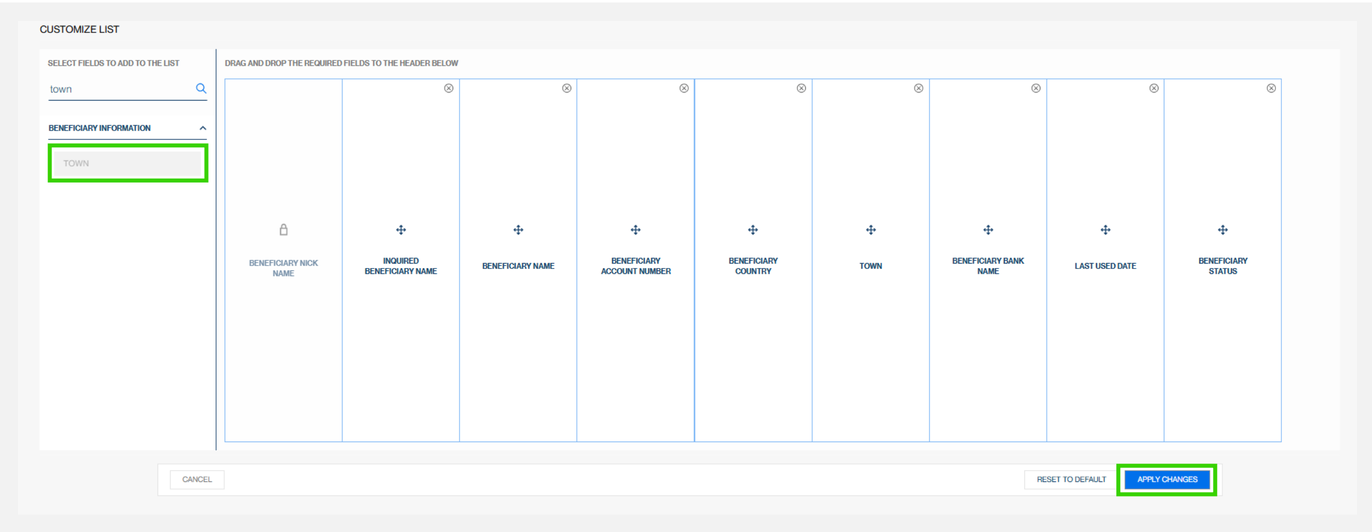
2. Update beneficiaries by file upload

Use this option to update missing Town and Country details for a large number of beneficiaries using a single file upload.

2.1 Step 1: Add the Town column to the beneficiary list

1. From the left navigation panel, go to **Cash → Manage → Beneficiaries.**
2. Customise the beneficiary list so the Town column is visible.
3. Click the **Settings** icon at the top right of the beneficiary list.

4. In the Customise List panel, locate Town under Beneficiary Information.
5. Drag Town into the header area on the right to add it as a visible column.

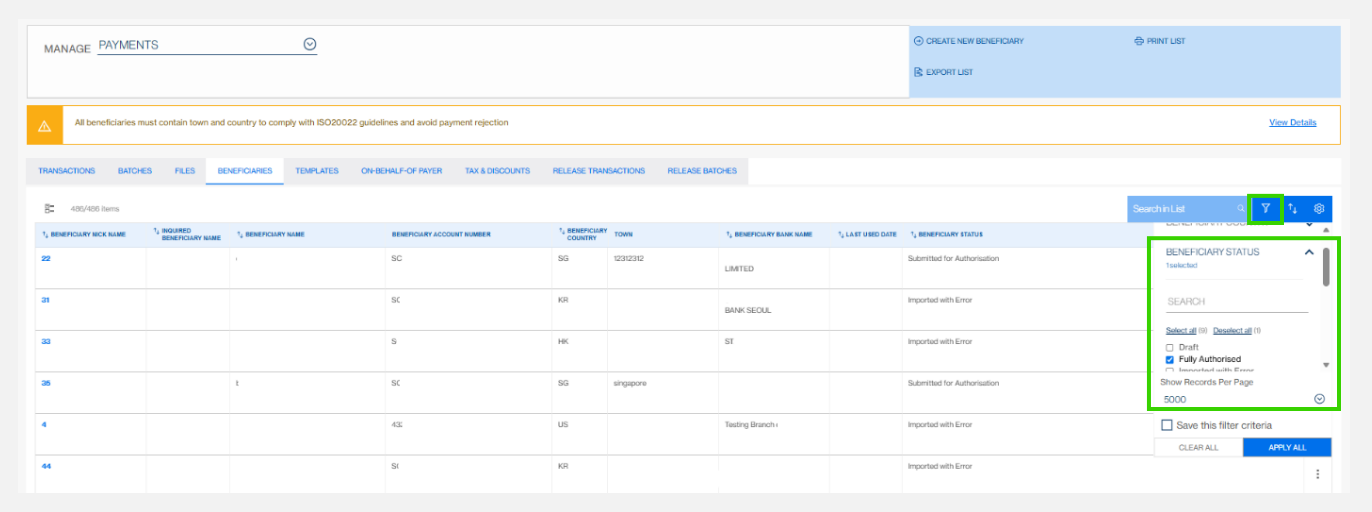


6. Click **Apply Changes** button to confirm the column selection.

2.2 Step 2: Filter beneficiaries by Fully Authorised status

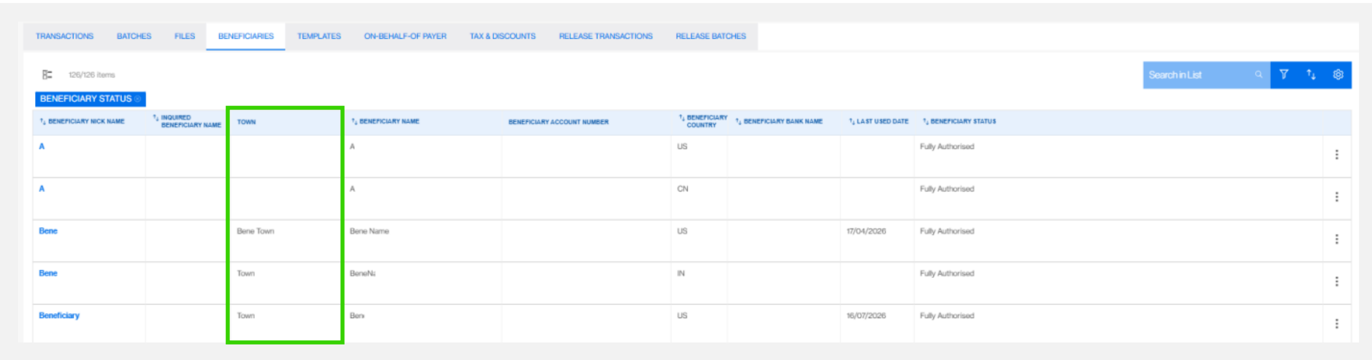
Filter the beneficiary list to show only fully authorised beneficiaries.

1. Click the **Filter** icon at the top right of the list.
2. Under **Beneficiary Status**, select **Only Fully Authorised**.
3. Click **Apply All.**



2.3 Step 3: Identify beneficiaries with missing Town details

Review the **Town** column after applying the filter.
Beneficiaries with a blank **Town or Country** field must be updated to meet ISO 20022 requirements.



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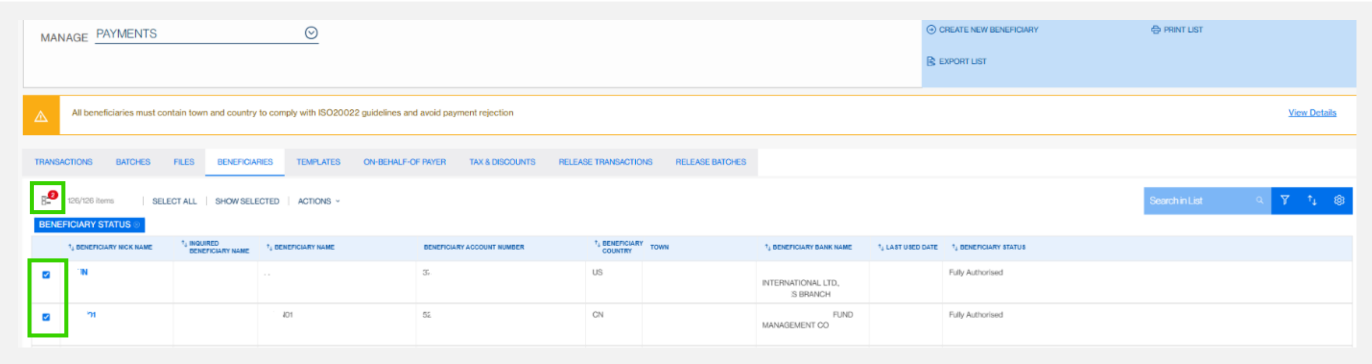
2.4 Step 4: Select beneficiaries with missing Town details

Click the selection box to enable multi-select, then select each beneficiary record where the **Town** field is blank.

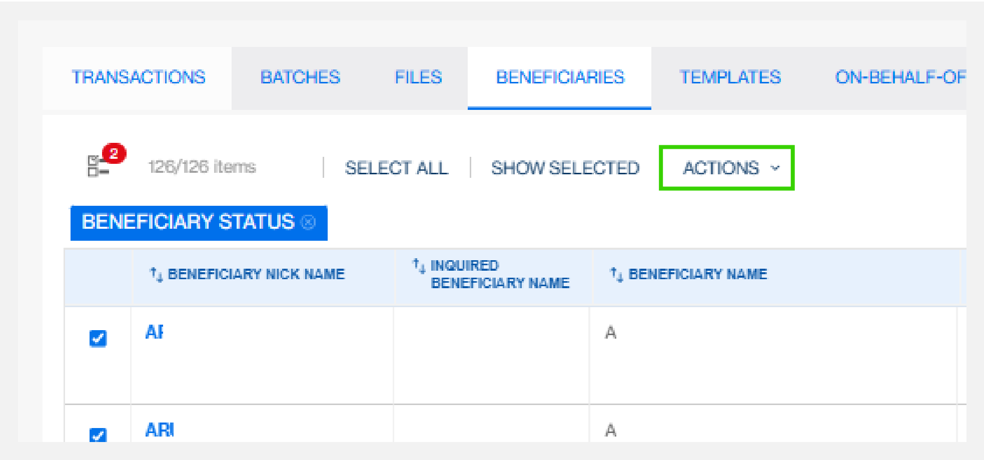
Note: This page loads records as you scroll. Continue scrolling to load additional records and select all beneficiaries with missing **Town** values.



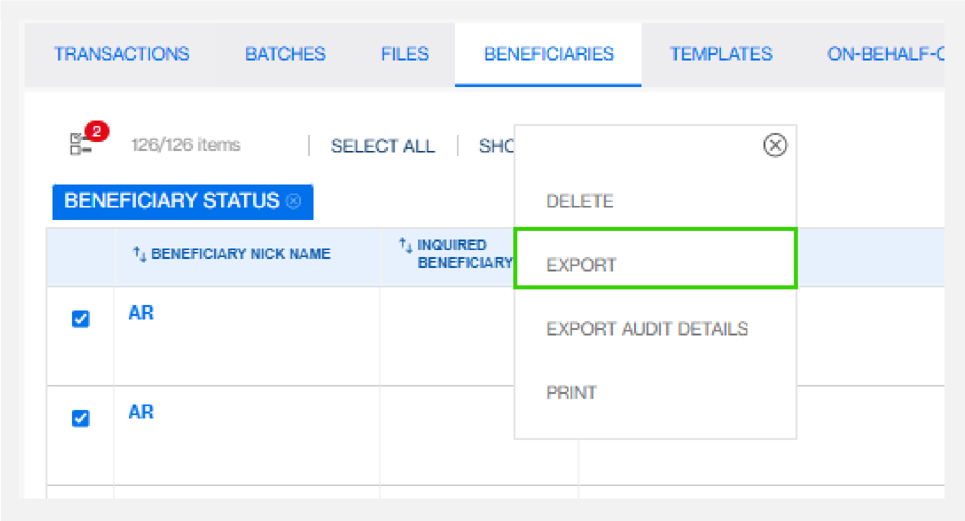
2.5 Step 5: Export the selected beneficiaries

After selecting the beneficiaries with missing Town details, export the selected records.

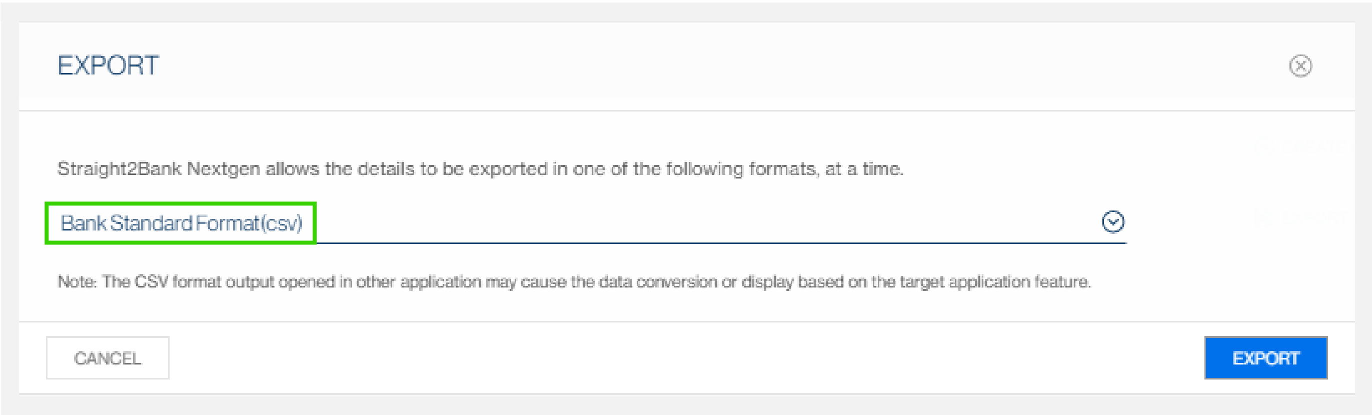
1. Click **Actions** in the toolbar.



2. Select **Export** from the dropdown list.



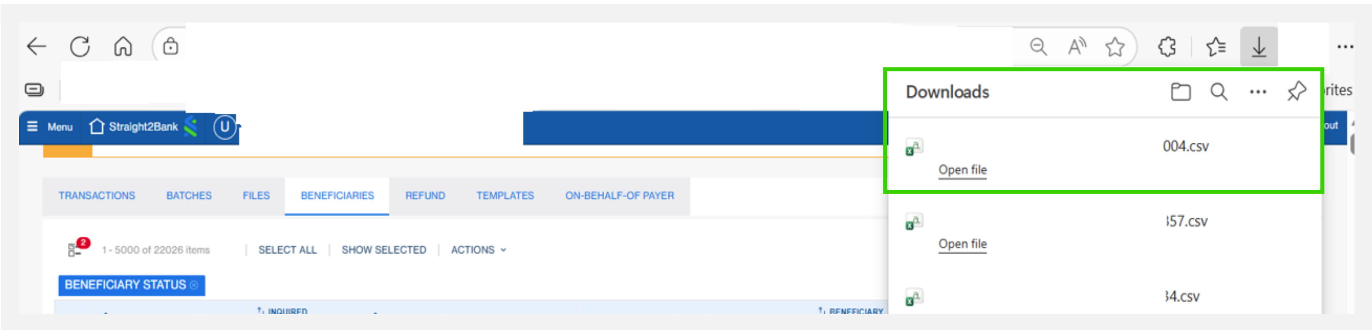
3. In the export dialog box, select **Bank Standard Format "comma-delimited" (CSV)**.



a. Click **Export**

The file downloads to your browser's Downloads area. You can open it from:

- Open it from the browser download notification or list.
- Open it later from your local Downloads folder.



2.6 Step 6: Update the exported Bank Standard Format file

This section explains how to update missing **Town** and **Country** details and validate beneficiary account numbers in the exported **Bank Standard Format file**.

2.6.1 Validate beneficiary account numbers in column F

1. Open the exported **Bank Standard Format (CSV)** file.
2. Locate **Column F**, which contains the **Beneficiary Account Number.**
3. Confirm that each account number is valid and in the correct format.
4. If any account number is incorrect, truncated, or displayed in scientific notation, update it with the correct full account number before proceeding.

Note: Excel may auto-convert long account numbers to scientific notation. To fix this, format cells **Column F** as **Text** before entering or correcting the values.

A	B	C	D	E	F
TEST1	FIRSTNAME1			CN	DUMMY0000000
TEST2	FIRSTNAME1			CN	0.00E+00

2.6.2 Add missing country details in column E

1. Update the missing **Country** names in **Column E** for all beneficiary records in the file.
2. After you have added all missing country values, save the file in **CSV** format.

A	B	C	D	E
TEST1	FIRSTNAME1			
TEST2	FIRSTNAME1			

2.6.3 Add missing town in column BH:

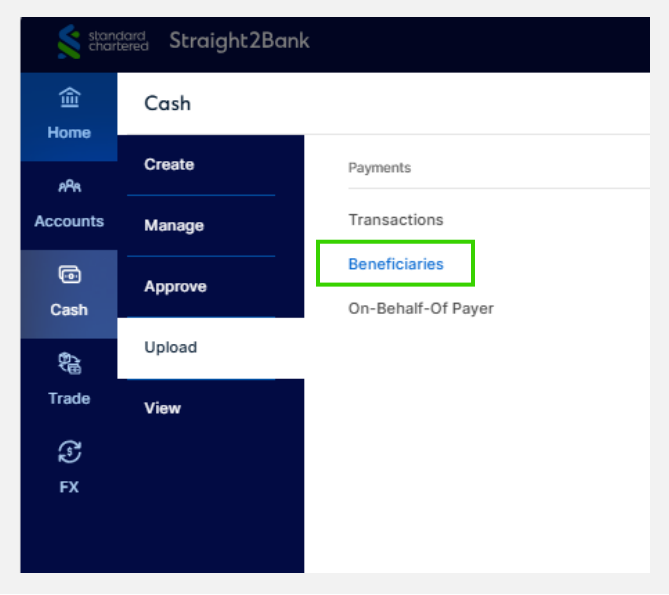
1. Update town names in **Column BH** for all beneficiary records in the file.
2. After all Town values have been populated, save the file in CSV format.

Note: Save the file as **CSV**. Do not save it as an Excel workbook, Straight2Bank requires **Bank Standard Format** for upload.

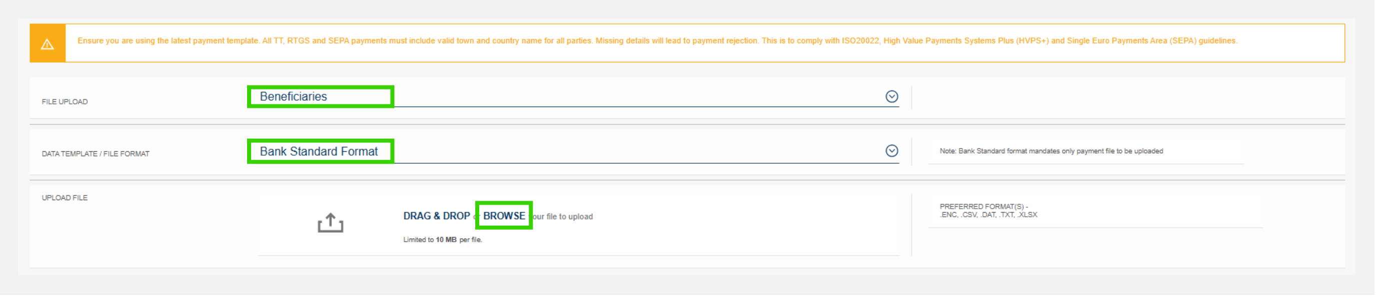
BD	BE	BF	BG	BH

2.7 Step 7: Upload the updated file

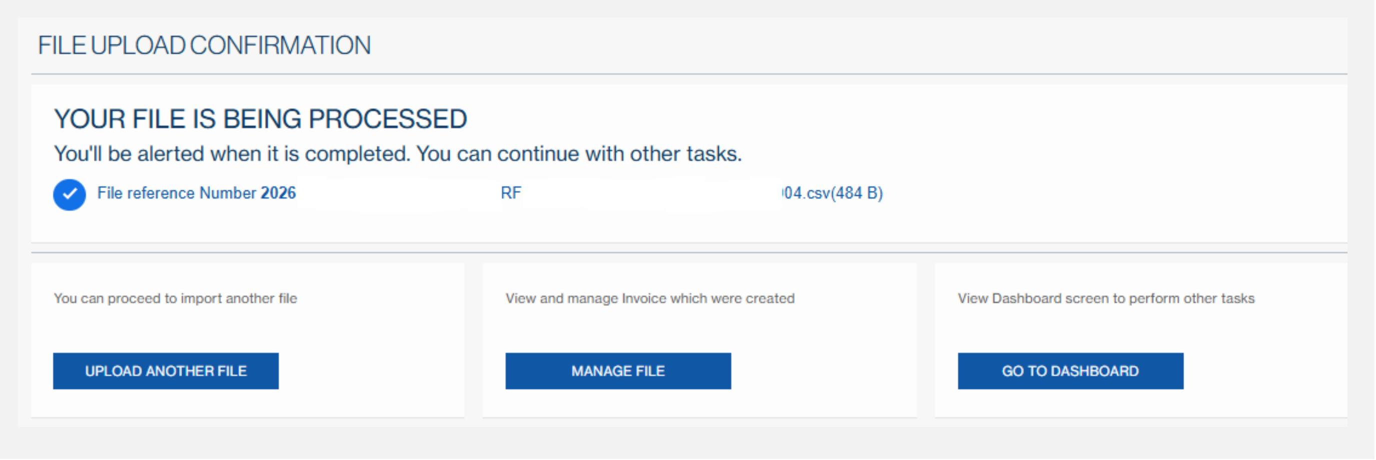
1. Go to **Cash** → **Upload** → **Beneficiaries** to open the **File Upload** screen.



2. Set **File Upload** as **Beneficiaries.**
3. Under **Data Template / File Format**, select **Bank Standard Format.**
4. Upload the amended CSV file.

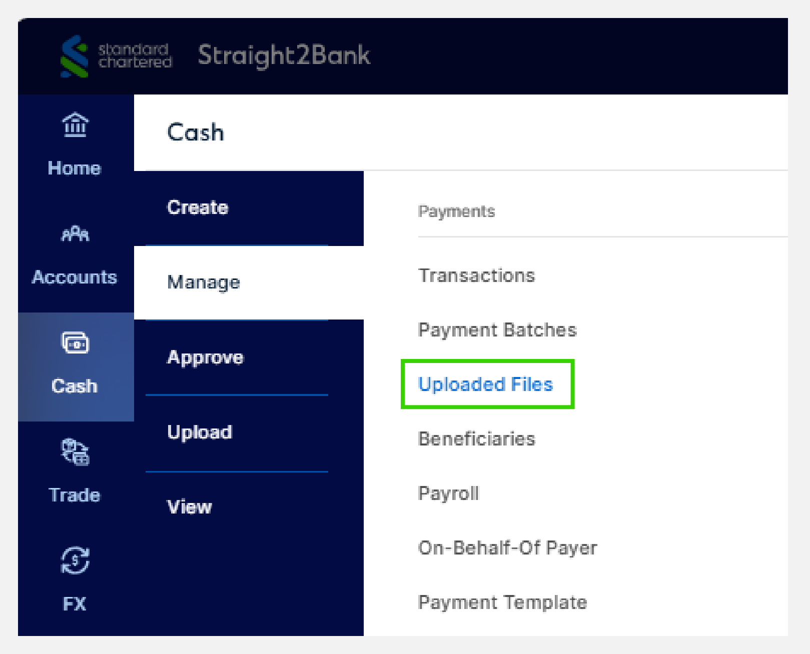


5. Click **Import**
6. Review the **File Upload Confirmation** screen displayed.



2.8 Step 8: Monitor the upload status

1. Go to **Cash** → **Manage** → **Uploaded Files** to monitor the upload status.



2. The upload status may show one of the following outcomes:

Status	What it means	What to do
Upload successful	All beneficiary records were imported successfully.	Proceed to approval.
Uploaded with errors	Some records were imported, but others contain errors.	Go to **Cash** → **Manage** → **Uploaded Files**, locate the uploaded file and select **Continue Import**. If any records require correction, the beneficiaries will be created with an **Imported with Errors** status. Go to **Cash** → **Manage** → **Beneficiaries**, locate the affected beneficiary, and correct the details individually.
Upload failed	The entire file failed validation.	Correct the **relevant fields**, and **re-upload** the file.

If the file uploads successfully, the beneficiary records move to **Submitted for Authorisation**.

A separate authorised user, known as the approver, must review and approve the records before the changes take effect.

Important: When you upload a beneficiary file, Straight2Bank creates a new beneficiary record. It does not overwrite the existing record. The new record will include a numeric suffix in the beneficiary nickname. Other beneficiary details, including account numbers, bank and country, remain unchanged.

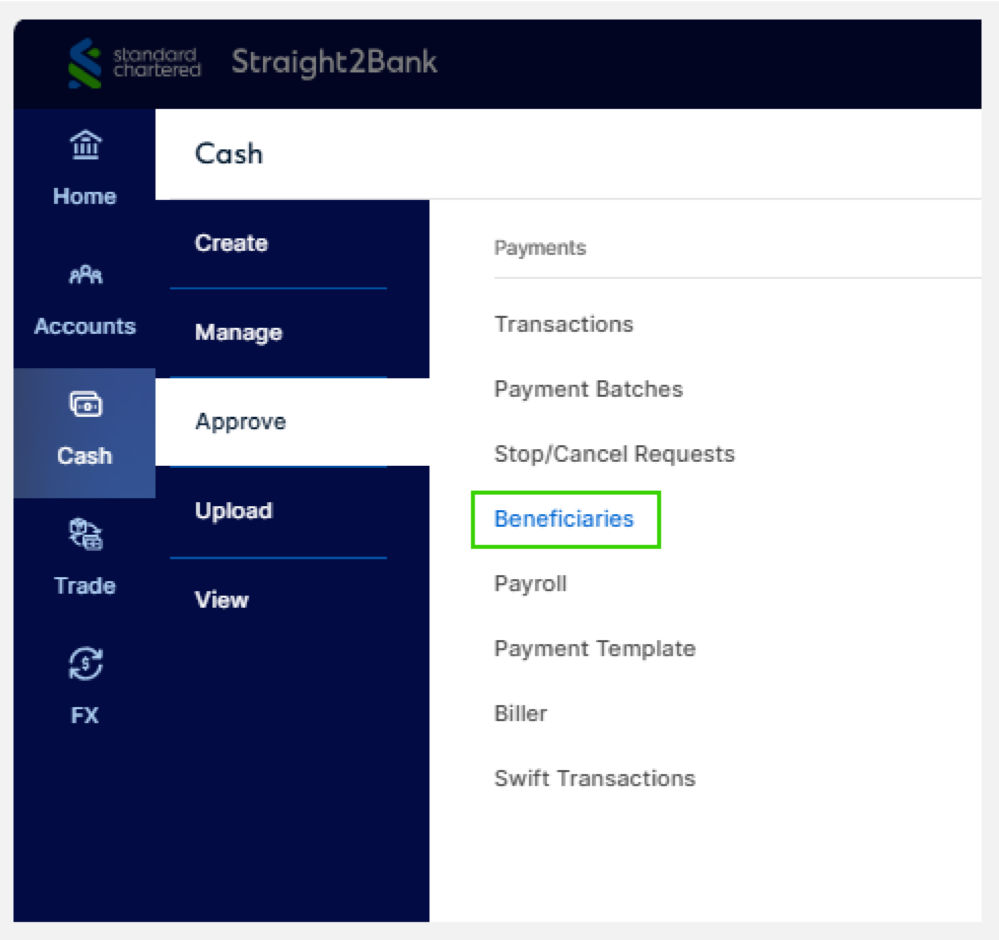
Example:

Record details	Beneficiary nickname
Original record	MARS02
New uploaded record	MARS0123

2.9 Step 9: Approve the updated beneficiary record

The Approver must locate and approve the new suffixed beneficiary record.

1. Go to **Cash** → **Approve** → **Beneficiaries**.



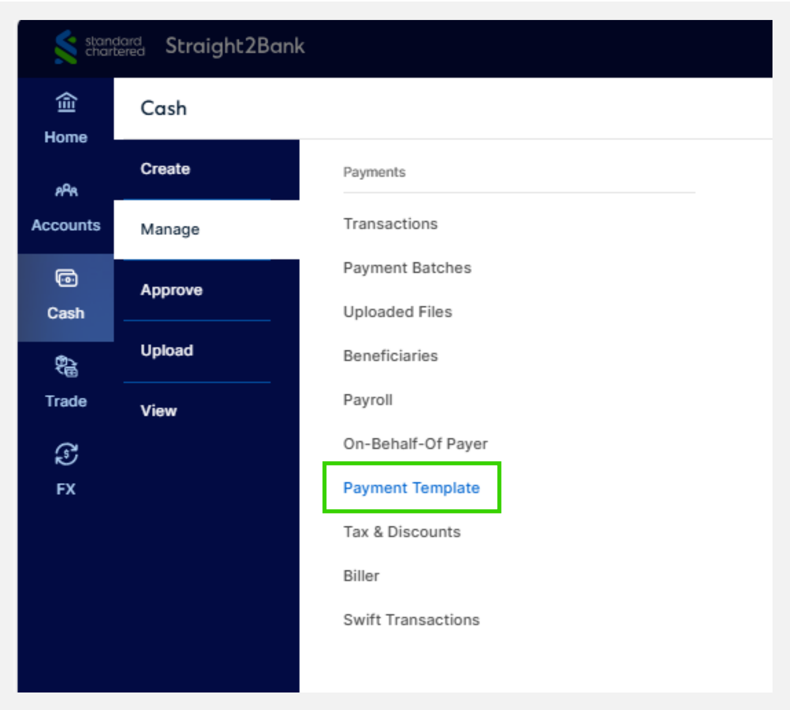
2. Find the beneficiary with the status **Submitted for Authorisation**.
3. Review each record and verify the Beneficiary Name, Account Number, Country, and Beneficiary Bank Name.
4. Select one or more updated beneficiaries.
5. Proceed with the approval action.

2.10 Step 10: Update payment templates linked to the new beneficiary record

After the new beneficiary record is approved, update all payment templates linked to the previous beneficiary record.

These templates must reference the newly approved beneficiary record with Town populated before payments are initiated.

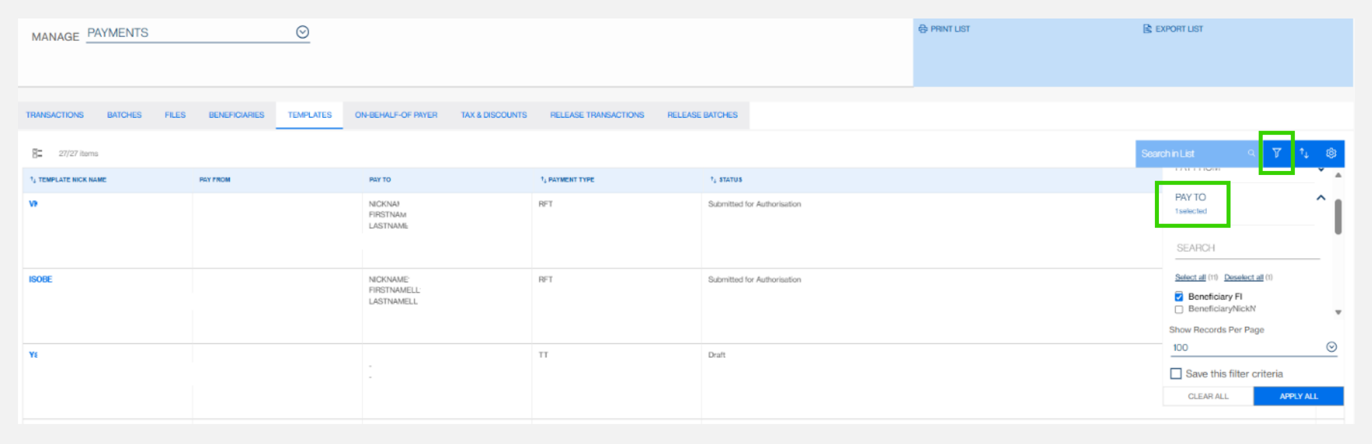
Go to **Cash** → **Manage** → **Payment Template.**



2.10.1 Option 1: Filter payment templates by existing beneficiary

1. On the **Templates** tab, click the Filter icon.
2. Expand **Pay To** section.
3. Search for and select the old beneficiary record without **Town** details, for example, **MARS01**.
4. Click **Apply All** to display all templates linked to that beneficiary.
5. Update those templates with the newly approved beneficiary record (with Town populated).
6. Submit the updated templates for authorisation before initiating payments.

Note: Screenshots demonstrating how to replace a new beneficiary and submit it for review and authorisation are provided under Option 2. The same process applies to Option 1 as well.

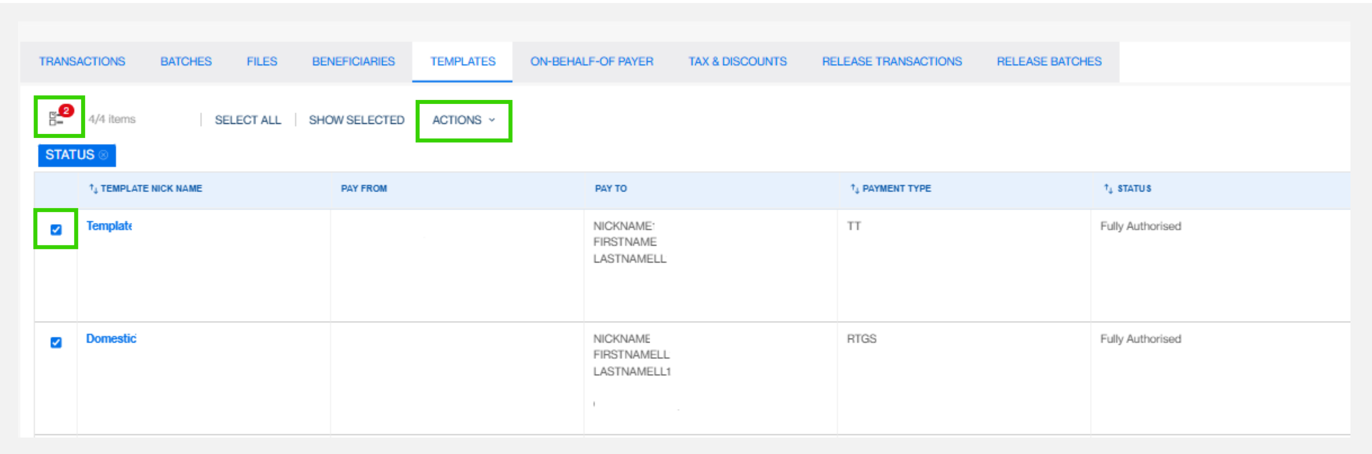


2.10.2 Option 2: Export payment templates to identify linked records

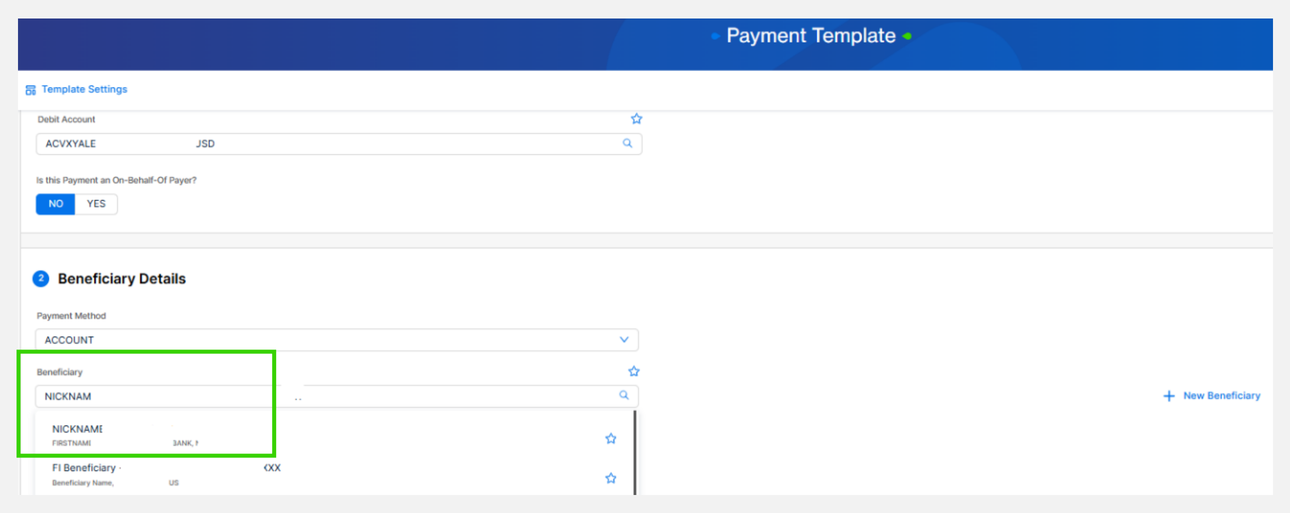
Use this option to identify and update multiple payment templates linked to the previous beneficiary record.

1. Go to **Cash → Manage → Payment Template**
2. Select the required beneficiaries or click **Select All**.
3. Click **Actions → Export** to download the beneficiary file.
4. Open the exported file and go to **Column M (Beneficiary Name)**.
5. Filter **Column M** by the beneficiary name that must be replaced.
6. Note the linked **Payment Template** details.
7. Return to **Straight2Bank** and update those templates with the newly approved beneficiary record.
8. Submit the updated templates for authorisation before initiating payments.

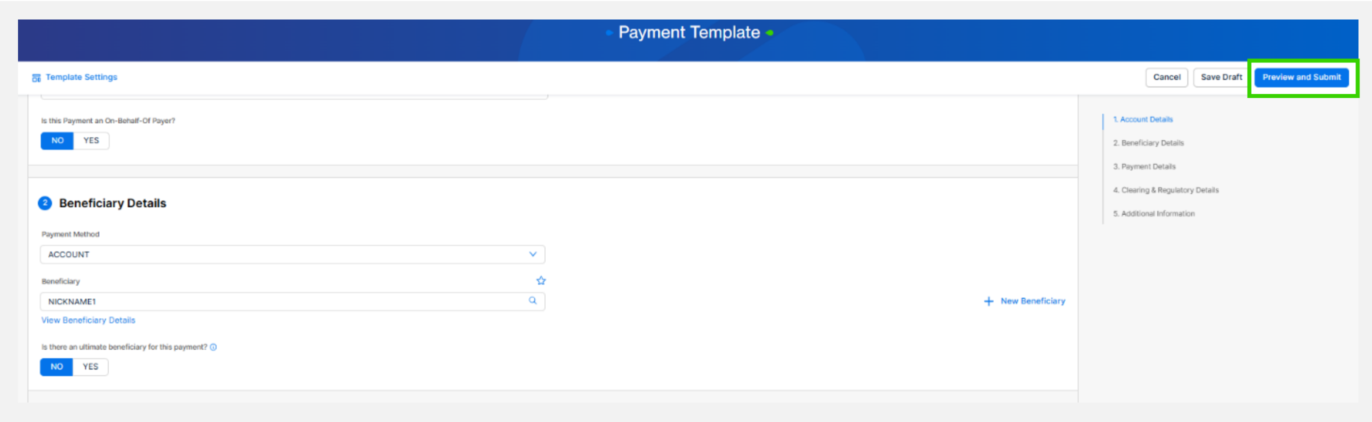
2.11 Screenshot from Straight2Bank to update the beneficiary in a payment template



1. Click the ellipsis icon to open the template that must be updated.
2. Go to the **Beneficiary Details** section.
3. In the **Beneficiary** field, clear the existing beneficiary.
4. Search for the newly approved beneficiary record with **Town** details.
5. Select the **correct beneficiary** from the search results.



6. Preview the template to verify that all details are correct.
7. Click **Submit** to save the template and submit it for authorisation.



After submission, the template status changes to **Submitted for Authorisation**, and a **Modified** badge appears against the template entry.

The approver must go to **Cash** → **Approve** → **Payment Templates**, review the modified template, and approve it. To approve a payment template, click the highlighted ellipsis icon and proceed with the approval action.

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