

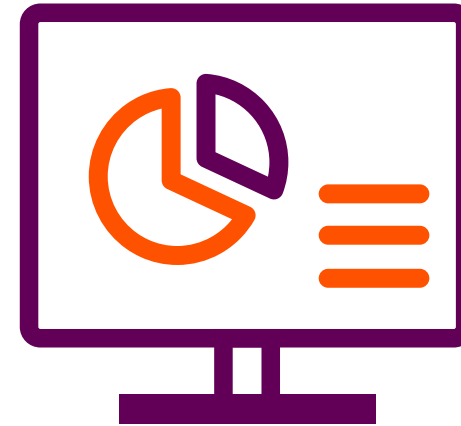
For advisers

Our new  
platform

# nucleus<sup>o</sup> platform

## How to edit and cancel a regular buy or sell

 2 minute read



## How to edit and cancel a regular buy or sell

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### How to use this document



Important information will look like this.

Key messages

Key messages will look like this.



Useful info will look like this.



We recommend using the zoom function to view the details on the platform screens in this guide.

## How to edit and cancel a regular buy or sell



This guide is demonstrated using an adviser user with master user role permissions. If you have a different user role permission, some functionality may not be available to you.

To edit or cancel a regular buy or sell, you first need to find your client. If you need help finding your client, please refer to our client search guide on our website.

### Key message

Under the '**Overview**' tab find the required product in the '**Accounts**' section.

Select the product hyperlinked - in this example '**ISA**'. This will take you to the account details page.

The screenshot displays the 'Clients > Overview' page for 'Mr Jack Example' with a total value of £15,451.50 as of 18 October 2024. The client details include:

- Client number: 1843
- Age: 34
- Date of birth: 01-January-1990
- Firm: ABR Test Network
- Address: Dunns House, St. Pauls Road, SP2 7BF
- Phone: +44 7985146905
- Email: jack.example@nucleusfinancial.com
- Adviser: Mitchell Pursall
- Residence: UK
- Primary tax residency: UK

The 'Overview' tab is active, showing several sections:

- Accounts:** A table titled 'Accounts owned' with a total value of £15,451.50. It lists one account: 'ISA' with ID 'NJ1001646-001' and a value of £15,451.50. This row is circled in blue.
- Performance:** Shows a 'Decrease of 3.7%' since the 8th of August for 'J Example (NJ1001646)'.
- Regular payments and withdrawals:** Shows a 'Deposit' of £100.00 / Monthly on 28 Nov 24 for 'J Example (NJ1001646)'.
- Commercial property:** A placeholder indicating that the commercial property overview will appear here.

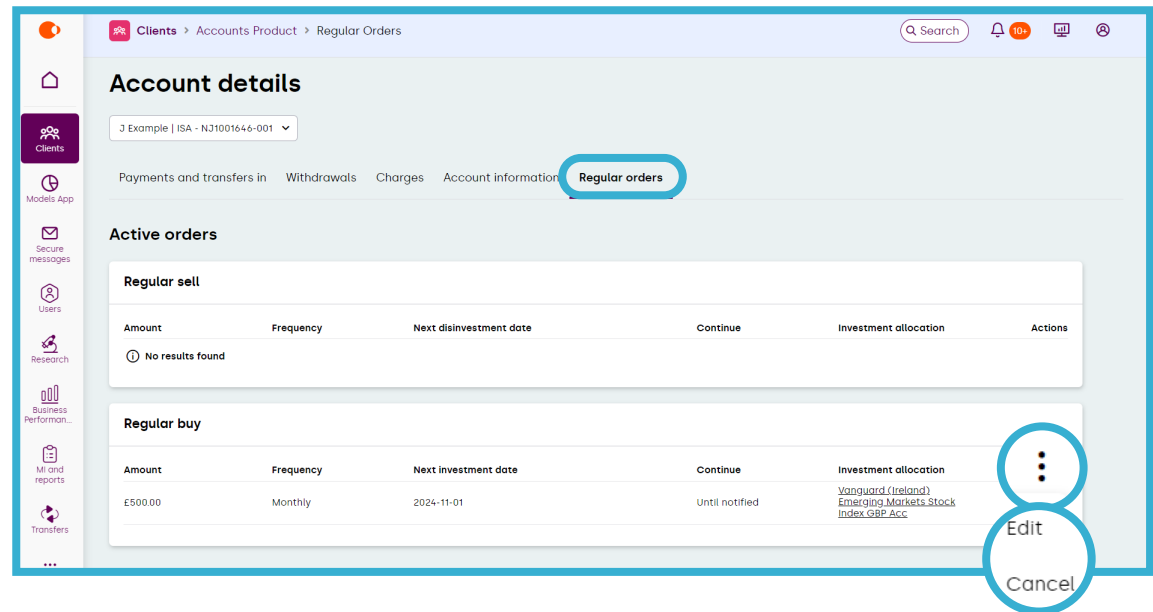
Select the **'Regular orders'** tab.

Under **'Active orders'**, find the regular buy or sell you wish to edit or cancel.

Select the vertical ellipses (three dots) under the **'Actions'** column for the buy or sell. Select either the edit or cancel option.

### Key message

The following instructions are the same for a buy or sell. Only buy illustrations have been used in this guide.



## How to edit a regular buy or sell

In the 'Set up' section select the start date, frequency and end date.

Then select 'Next'.

### Key message

By editing the regular buy or sell, the existing regular buy or sell will be cancelled and a new one set up.

This means when editing you must select a new 'Next buy or sell date' which must be at least 1 working day in the future. Any regular buys or sells that are due to be processed within the next 1 working day will happen on the existing basis.

On the buy or sell investment page, make any required updates.

Once complete, select 'Next'.

The screenshot shows the 'Edit regular buy' interface for 'Jack Example' (Client ID: 1843, Product: N3T001646-001). The 'Set up' section is active, displaying a warning message: 'By editing the regular buy, the existing regular buy will be cancelled and a new one set up. This means when editing you must select a new 'Next buy date' which must be at least 1 working days in the future. Any regular buys in due to be processed within the next 1 working days will happen on the existing basis.' Below this, the 'Financial advice' section asks 'Did you give financial advice to your client in relation to this instruction?' with 'Yes' selected. The 'Set up' section includes 'Order type' (Regular), 'Start date' (01/01/2025), 'Frequency' (Quarterly), and 'Until date' (Until notified). A 'Next: Buy Investment' button is highlighted with a red circle.

The screenshot shows the 'Edit regular buy' interface for 'Jack Example' (Client ID: 1843, Product: N3T001646-001) at the 'Buy investment' stage. The 'Choose investments to buy' section shows 'Buy order type' (Regular), 'Start date' (1 Jan 2025), 'Frequency' (Quarterly), and 'Continue' (Until notified). It also displays 'Available cash' (£9,105.90) and 'Estimated total buy order value' (£500.00). A question 'Do you want to trade in investments already held?' has 'No' selected. At the bottom, there are tabs for 'Funds', 'Exchange Traded', 'Managed portfolios', 'Adviser portfolios', and 'Other investments', along with a search bar and 'Advanced search' link. The 'Edit regular buy' sidebar on the right shows a progress list: '1. Set up' (checked), '2. Buy Investment' (active), '3. Review', and '4. Confirmation'. A 'Next: Review' button is highlighted with a red circle.

### Key message

On the Review page, please ensure all updates to the regular buy or sell are correct.

You can make any changes at this stage by selecting the 'pencil' icon.


Edit regular buy

## Review

**Review**

**Regular Buy**

	From	To
Regular buy	£500.00	£500.00
Frequency	Monthly	Quarterly
Collection starts	1 Nov 2024	1 Jan 2025
Continue	Until notified	Until notified





Ensure generated documents are distributed to the client.

Read the declarations and tick to confirm all.  
Then select 'Submit'.

**Documents**

**Document list**

[Ex-Ante C&C Disclosure \(248525\)](#)

**Declarations**

**Information provided**

I understand it's my responsibility to complete and send any additional information required to Nucleus in relation to this application, as shown in the previous 'Documents' page or as otherwise required.

**Disclosure**

I've provided my client(s) with all required regulatory disclosure documents including, as applicable, a key features illustration, Key Information Documents (KIDs)/Key Investor Information Documents (KIIDs)/Key Investor Information documents (NURS KII), and cost and charges documents for the relevant product and/or investment for the relevant product and/or investment.

I confirm that my client(s) are eligible, under the Platform Services terms and conditions in accordance with applicable law and regulation and the terms of the relevant investment provider or issuer, to invest in the chosen investment(s).

I've told my client(s) about their cancellation rights in relation to buying collective investments.

I have appropriate consent from my client(s) to give this instruction on their behalf.

**Investments**

I confirm that I've considered the target market for the investment selection made and that my clients fall within this.

Confirm all

**Edit regular buy**

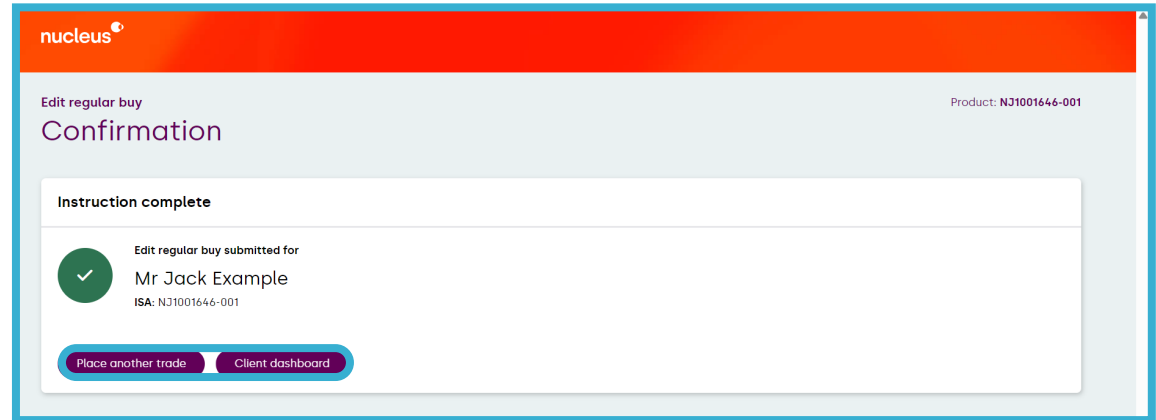
1. Set up ✓
2. Buy investment ✓
3. **Review**
4. Confirmation

Save and exit

**Submit**

Your instruction has now been completed and successfully submitted.

At this stage, you can **'Place another trade'** or return to the **'Client dashboard'**.



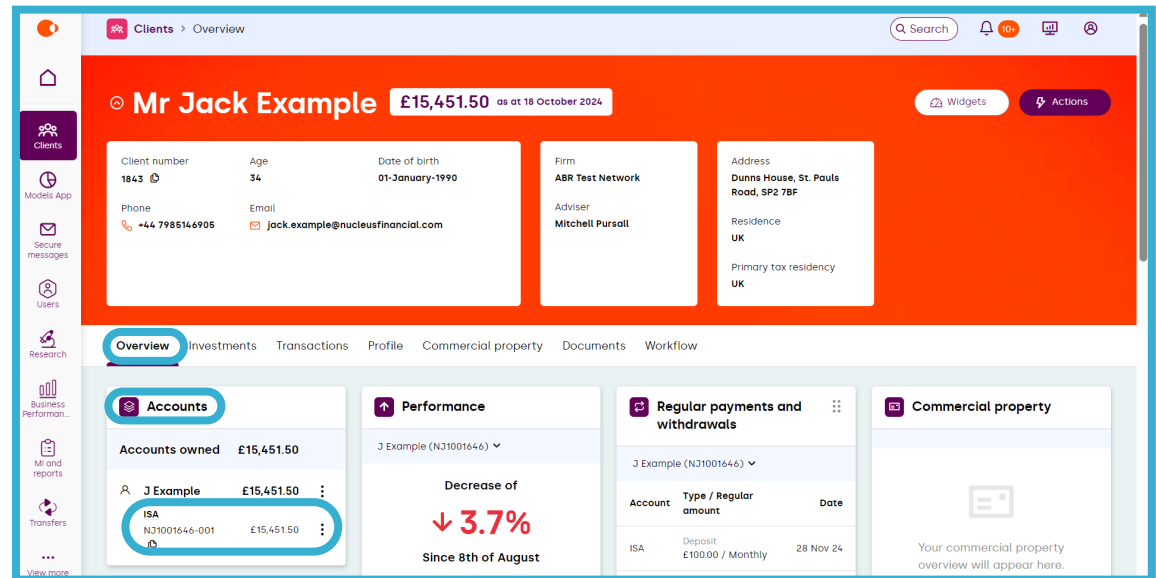
## How to cancel a regular buy or sell

To cancel a regular buy or sell, you first need to find your client.

### Key message

Under the **'Overview'** tab find the required product in the **'Accounts'** section.

Select the product hyperlinked – in this example **'ISA'**. This will take you to the account details page.

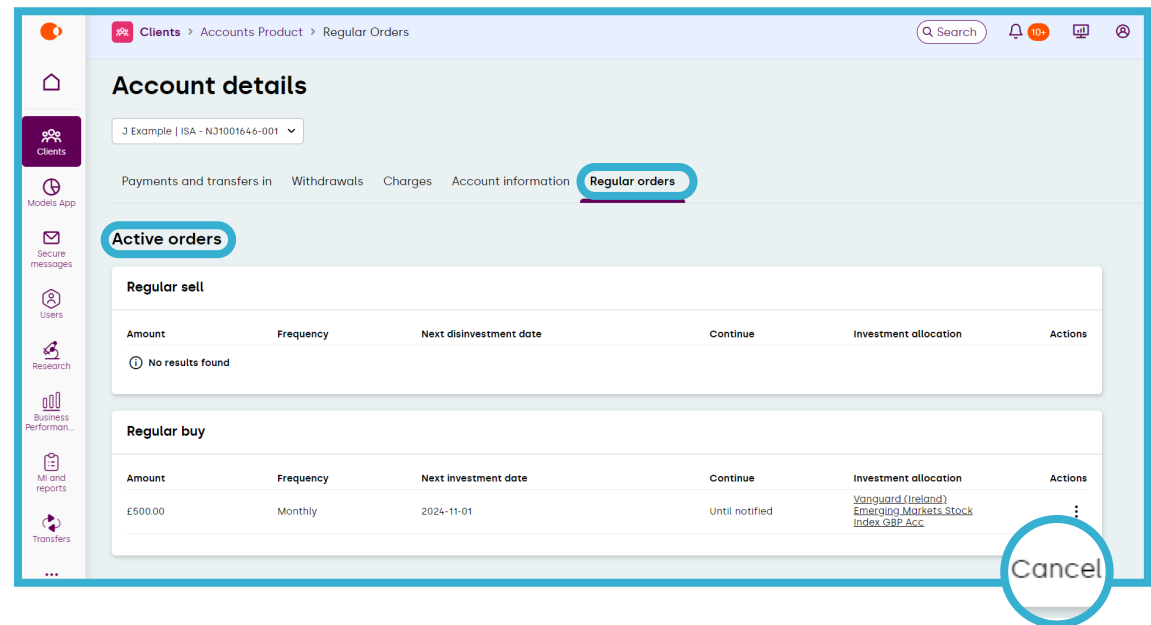


Select '**Regular orders**' tab.

Under '**Active orders**', find the regular buy or sell you wish to cancel.

Select the vertical ellipses (three dots) under the '**Actions**' column for the buy or sell.

Select '**Cancel**'.



## Review



Ensure you are cancelling the correct buy or sell.

Select the tick box in the '**Declarations**' to confirm you have consent from your client.

Then select '**Yes, I'd like to cancel**'.

You can select '**No, don't cancel**', to cancel the transaction.

Cancel regular buy

**Review**

Jack Example  
Client ID: 1843  
Product: NJ1001646-001

*Any buy scheduled today will be still collected. All future buys will be cancelled.*

**Are you sure you want to cancel all future regular buys?**

Amount	£500.00
Payment frequency	Monthly
Next payment	01 Nov 2024 00:00:00

**Declarations**

**Disclosure**

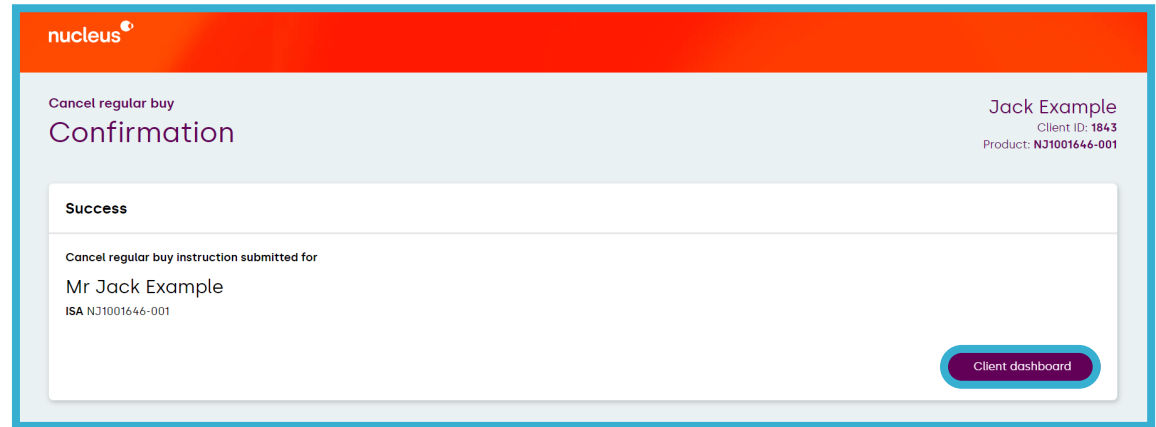
I have appropriate consent from my client(s) to give this instruction on their behalf.


Confirm all

**Yes, I'd like to cancel**   **No, do not cancel**


The transaction to cancel the regular buy or sell has been successfully submitted.

At this stage, you can return to the client account by selecting '**Client dashboard**'.



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 [nucleusfinancial.com](https://nucleusfinancial.com)

**For literature in alternative formats, such as Braille, large print, audio or E-text, please call us on 03455 212 414, or via the Typetalk service on 18001 03455 212 414.**

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