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# Valuations and remuneration statements on Elevate with Intelliflo's Intelligent Office

**Standard Life**

There's a lot to look forward to

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# Overview of the service

## Valuation Service

Using Elevate's Contract Enquiry data service will enable you and your firm to maintain up-to-date client and valuation details for all of your company's Elevate accounts with Intelligent Office. This service provides valuation details for all funds across all Elevate products your clients hold.

Information contained within the Elevate data file is as follows:

- Elevate header account number
- Elevate product wrapper name (Elevate cash account, GIA, ISA, PIA)
- Contract status (Active, Submitted etc..)
- Valuation (aggregate value of all sub accounts)
- Full investment breakdown Sub account number (e.g. EL.....)
- Sub account name (Discretionary Manager, Model Portfolio etc..)
- Sub account status (e.g. Active, Closed etc..)
- Sub account full investment breakdown and valuations.

## Remuneration file

Using Elevate's Electronic Remuneration Statement will enable you to view and manage your remuneration within Intelliflo's Intelligent Office. Remuneration data is automatically picked up by Intelliflo each time commission is run for your firm. This service does not impact your firm's paper statements.

Information contained within the file is as follows:

- Adviser and company name
- Account number
- Client name
- Elevate product wrapper name (Elevate cash account, GIA, ISA, PIA)
- Remuneration type
- Investment contribution amount (£)
- Initial Adviser Charge rate (%) and/or Initial Adviser Charge amount (£)
- Ongoing Adviser Charge rate (%) and Ongoing Adviser Charge amount (£)
- Any legacy Adviser Standard Regular Remuneration (ASRR) rate (%) and Adviser Standard Regular Remuneration (ASRR) amount (£)
- Claw backs (e.g. for cancellations).

## How to register for the service

This can be set up when you first on-board with the Elevate platform or at any time thereafter. Simply complete the Intelliflo Registration form on the **Elevate Adviser website** and send to the email address within.



# How do I configure Intelligent Office to access real time valuations?

## What you will see

**Add Plan**

**Basic Details**

Is this a Pre-Existing Plan?

Selling Adviser: Gavin Bell

Product Provider: Elevate

Product Type: Wrap

Advice Type: Pre-Existing Plan

Policy Start Date: 01/01/2016

Plan Number: EL1234567

Is this Plan linked to a Wrapper?

Split Template Group: [Dropdown]

Commission Rate: Default

Product Name: [Text]

Client Category: Retail

**Details**

Lump Sum Amount: [Text]

Current Regular (Self) Contribution: [Text]

Regular Contribution Frequency: Monthly

Effective Date: [Text]

**Service Case**

Service Case: Select.. [Add Service Case]

**Fee Model**

Fee Model Name: Select..

Fee Category	Fee Type	Fee Charging Type	Fee %	Net/Default Amt (£)	Frequency
There is no data to display					

Client: Elevate (13801510-17156422)

Client Actions - Generate

Plan Ref.	Provider	Plan Type	Plan No.	Status	Start Date	Linked To	Joint	Top Up	Pre-Exist	Open
1062754794C	Elevate	Wrap	EL1234567	In force	01/01/2016					Open

Results per page: 1 Rows 1 to 1 of 1

## What you will need to do

### Add a wrapper plan

Within the client's record, select **Add Plan** from the **Client Actions** drop down and click **Go** which will open the **Add Plan** wizard.

Complete the **Add Plan** wizard and click **Add**.

The new plan record will be added to the client's portfolio and this is the Elevate Wrap account which holds each of the client's tax wrappers (ISA, GIA, PIA etc.).

## Notes

Generally WRAP products are added using the advice type "Pre-Existing" and the sub plans added as new business, so the new business register is not duplicating the business.

## What you will see

Client: Elevate (13801510-17158122) Plan: Elevate Wrap (In force) - IOB27647840

Summary Contributions Withdrawals Sub Plans Fees Commission Switch Details Valuations Funds / Holdings Activities

Details:

Product Name:

Selling Adviser: **Gavin Bell**

Owner 1: Elevate

Policy Number:

Advice Type: **Pre-Existing Plan**

Agency Status:

Total Lump Sum: **£0.00**

Current Regular (Self) Contribution: **£0.00**

Regular Contribution (Self) Frequency:

Advice off Panel?

Provider Address:

Commission Rate: **Default**

Migration Ref:

Active Portfolio:

Fund Income: **Not Selected**

Product has a guarantee / protection to protect original investment?

Proposition:

Plan Administration

- Add Note
- Change Ownership
- Change Plan Type
- Change Provider
- Change Selling Adviser
- Launch Provider Platform
- Link Tasks
- Link to DMS
- Link to Scheme
- Revise TopUps

Plan Income Management

- Add Fee
- Add Manual Expectation
- Add Plan Payment Split
- Add Plan Split Template
- Change Adviser Banding
- Expected Payments Calc.
- Ignore in Reports
- Link To Fee
- Payment History

Plan Servicing

- Add Event List
- Add Task
- Add Tax Wrapper
- Add To Wrapper
- Add Top Up
- Add Workflow
- Business Submission Sheet
- Change Status
- Sell Request
- Submit Application
- Submit to File Checking
- Switch Request
- Upload Document

Plan Valuations & Holdings

- Add Asset
- Add Equity
- Add Fund
- Add Valuation
- Add/Edit Fund Proposal
- Change Valuation Schedule

Wrapper/Platform Charge:

Fund Charges:

Opportunity Reference:

Basic Details

Is this a Pre-Existing Plan?

Selling Adviser: **Gavin Bell**

Product Provider: **Elevate**

Product Type:

Advice Type:

Split Template Group:

Commission Rate: **Default**

Product Name:

Client Category: **Retail**

Service Case

Service Case:

Fee Model

Fee Model Name:

Fee Category	Fee Type	Fee Charging Type	Fee %	Net/Default Amt (K)	Frequency
There is no data to display					

For % based fees with a minimum and maximum % range, the default fee % is displayed in the 'Fee %' field

On-going Fees

Number of On-going fees already 0 associated to the client:

Plan

## What you will need to do

## Notes

### Adding the sub plans

1. Once the WRAP has been added, the sub account / tax wrapper are added by opening the wrap product and selecting **Add Tax Wrapper** from the Plan Actions drop down and clicking **Go**.

2. This will open the **Add Tax Wrapper** window.

This will enable the sub account / tax wrapper to be added with one of several product types.

Once the **Add Tax Wrapper** wizard is complete, click **Add** and the new tax wrapper will be added to the client's Elevate wrap account under the client's portfolio.

# Changing Plan Status

## What you will see

Change Plan Status

Change Status

Change Status To: In force

Status Reason:

Date of Status Change\* 10/06/2016

Save Add Rules/Tasks to Sidebar Close

Client: Elevate (12801140-17158122)

Client Actions Generate

Plans	Assets	Valuations	Scheduled Valuations	Unscheduled Valuations	Client View	Excluded from Schedules	Filter: All In Force & Pipeline					
Pol Ref.	Provider	Plan Type	Pol No.	Status	Start Date	Linked To	Joint	Top Ups	Pre-Exist	Open	Filter	Reset
<input type="checkbox"/>	IO627847840	Elevate	Wrap	EL1234567	In force	01/01/2016		<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	Done	
<input type="checkbox"/>	IO627847886	Elevate	Cash Account	EL1234567-001	In force	10/06/2016	IO627847840	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Done	
<input type="checkbox"/>	IO627847900	Elevate	ISA (Stocks And Shares)	EL1234567-002	In force	10/06/2016	IO627847840	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Done	
<input type="checkbox"/>	IO627847914	Elevate	General Investment Account	EL1234567-003	In force	01/01/2016	IO627847840	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Done	

Web selection FE Analytics Results per page 5 Row 1 to 4 of 4

## What you will need to do

Once the sub account has been added, the plan status can be changed to **In Force** by opening the sub account and selecting **Change Status** from the **Plan Actions** drop down and clicking **Go**.

Select to change the status to **In Force** and save the changes. **Repeat steps 2 & 3 as necessary until all sub accounts held in the client's Wrap account have been added.**

1. For a pure investment wrap, the plan numbers will appear similar to this.

## Notes

Reference numbers for all Elevate tax wrappers must be entered in the correct format for successful valuations. Please see the FAQs section for details of the correct policy number format.

# Obtaining Real Time Valuations for your WRAP

## What you will see

Contract Enquiry	Portals	3rd Party Credentials	Electronic Valuations	
Provider Name	Type	User Name	SV Start Date	SV Frequency
<input type="checkbox"/> Aviva	UsePass			
<input type="checkbox"/> Aviva Platform	UsePass			
<input type="checkbox"/> Canada Life	UsePass			
<input type="checkbox"/> Clerical/Booker	UsePass			
<input type="checkbox"/> Elevate	Non-UsePass	Elevate Test		

Client: Elevate (13801510-17159122) Plan: Elevate Wrap (in force) - 10827847840

Plan Administration

- Add Note
- Change Ownership
- Change Plan Type
- Change Provider
- Change Selling Adviser
- Launch Provider Platform
- Link Tasks
- Link to DMS
- Link to Scheme
- Revise TopUps

Plan Income Management

- Add Fee
- Add Manual Expectation
- Add Plan Payment Split
- Add Plan Split Template
- Change Adviser Banding
- Expected Payments Calc.
- Ignore in Reports
- Link To Fee
- Payment History

Plan Servicing

- Add Event List
- Add Task
- Add Tax Wrapper
- Add To Wrapper
- Add Top Up
- Add Workflow
- Business Submission Sheet
- Change Status
- Self Request
- Submit Application
- Submit to File Checking
- Switch Request
- Upload Document

Plan Valuations & Holdings

- Add Asset
- Add Equity
- Add Fund
- Add Valuation
- Add/Edit Fund Proposal
- Change Valuation Schedule

Wrappers/Platform Charge: 0.00

Fund Charges: 0.00

Opportunity Reference

Proposition: Select...

## What you will need to do

To obtain an electronic valuation on Elevate Wrap accounts for you clients, Elevates access credentials (username and password) will need to be recorded within Home > My Setup > Portals > Contract Enquiry tab.

Once your Elevate credentials have been recorded an Electronic Valuation can be requested on the clients wrap account. To do this, open the sub account and select **Add Valuation** from the **Plan Actions** dropdown menu.

## Notes

For security reasons Elevate passwords will require updating every three months. These will need to be updated on the Elevate platform first and then updated in Intelligent Office.



## What you will see

**Add Valuation**

**Add Valuation**

**Select Valuation Type**

Valuation Type:  Electronic - Live Request  
 Manual  
 Underlying Fund Values

**Select which credentials to send to the provider when requesting the valuation:**

Gavin Bell (you - the logged in user)  
 Add Valuation to plan automatically

**i** Clicking the Request button will close this dialog and the valuation result will be displayed as soon as it is received from the provider

**Request** **Next** **Cancel**

## What you will need to do

This will load the **Add Valuation** wizard where an electronic valuation can be requested.

Once added this will populate the total plan value including all individual wrappers and their associated underlying funds.

For details on the correct policy number format please see the FAQ's section.

## Notes

# How do I configure Intelligent Office to access the remuneration data?

## What you will see



The screenshot shows the Intelligent Office software interface. At the top, there is a navigation menu with options: Provider Statements, Cash Receipts, Introductions, Users, Clients, Advisers, and Administration. Below the menu, there is a sub-menu with options: Statement Search, Electronic Imports, Auto-Matching, and Unallocated Income. A green notification bar at the top of the main content area says "Provider statement saved". Below this, there are links for "Import ESH", "Import Completed IO Template", and "Download Blank IO Template". The main content area displays a table titled "Imported ESH Statements". The table has columns for "IA", "Date", "Amount", "Provider", and "Legitimacy". There is one row of data with the following values: IA: 1, Date: 10/09/2016, Amount: £1,000.00, Provider: Elevate, Legitimacy: Organisation. Below the table, there are buttons for "With selection", "Make Live", and "Delete". At the bottom right of the table, there is a pagination control showing "Results per page: 10" and "Rows 1 to 1 of 1".

IA	Date	Amount	Provider	Legitimacy
1	10/09/2016	£1,000.00	Elevate	Organisation

## What you will need to do

Once you've issued your registration request to Elevate and the configuration is complete your Elevate remuneration statements will be sent to Intelligent Office automatically and imported into your Intelligent Office account. Statements will be available within the **Electronic Imports** area of the Income module.

In order to start allocating items to policies ready to be paid to advisers, the statement will need to be transferred from **Electronic Imports** to the **Provider Statements** area. This is done by selecting the radio button next to the statement details and then clicking on **Make Live**. Once a statement has been made live, navigate to **Provider Statements** and then clear and amend the search as necessary to locate the imported statement.

Once the statement has been located, open and begin allocating the line items to policies on the system, which is the process of matching a line item within a provider statement to a plan.

At this point the commission can be left to Automatch overnight where the system will locate the correct plans to allocate to using a set of criteria which includes **Client Name, Provider, Plan Number** and commission expectation.

## Notes

Please note that selecting electronic remuneration will not switch off your paper statements these will continue to be issued by post.

# Manual allocation

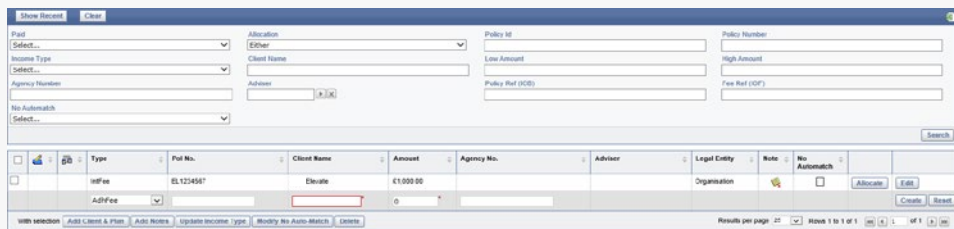
## What you will see

1



Search Results	Date	Amount	Provider	Legal Entity	Balanced	No Automatch
0	10 Jun 2016	£1,000.00	Elevate	Organisation	<input checked="" type="checkbox"/>	<input type="checkbox"/>
0	10/06/2016	0		Organisation		

2



Show Recent Clear

Plan: Select... Allocation: Elevate Client Name: Policy Ref: Policy Ref (DOB): Fee Ref (GPF):

Income Type: Select... Client Name: Low Amount: High Amount:

Agency Number: Address: Policy Ref (DOB): Fee Ref (GPF):

No Automatch: Select...

Search

Type	Pol No.	Client Name	Amount	Agency No.	Adviser	Legal Entity	Note	No Automatch
infFee	EL1234567	Elevate	£1,000.00			Organisation		<input type="checkbox"/>
AdiFee			0					

With selection Add Client & Plan Add Notes Update Income Type Modify No Auto-Match Delete Results per page: 25 Rows 1 to 1 of 1 1 of 1

## What you will need to do

Commission can also be allocated manually:

1. Open the **Provider Statement** and click **Allocate** against a line item.

2. An **Allocate Line Item** search will pop up so the correct plan can be selected to allocate the commission to.

Search for the correct plan using the filters and once the plan is returned in the search results, select the record and click **Allocate**.

Repeat this step until all the line items are allocated and then close the 'Provider Statement' using the close button.

## Notes

If the commission item is recurring, select **Add & Allocate**. This will add a look up record to Intelligent Office which ensures the commission will automatically allocate to the same policy in the future.

# Remuneration Reconciliation

## What you will see

The first screenshot shows a 'Search Results' table with columns: Type, Category, Date, Amount, Description, and Legal Entity. The table is empty, displaying 'There is no data to display'. A callout '1' points to the 'Create' button.

The second screenshot shows the same 'Search Results' table with one row: Statement, 10 Jun 2018, £1,000.00, Elevate, Organisation. A callout '2' points to the 'Match' button.

The third screenshot shows a 'Cash Receipt Matching' dialog box. It has fields for 'Low Amount' (1000.0000), 'High Amount' (1000.0000), 'Low Date', and 'High Date'. Below these is a 'Search Results' table with columns: Type, Payee, Ref, Net Amount, VAT Amount, and Date. The table contains one row: Elevate, N/A, £1,000.00, £0.00, 2018-06-10 00:00:00. A callout '3' points to the 'Match' button.

## What you will need to do

The final step in the process of reconciling commission on **Intelligent Office** is to indicate payment from Elevate has been received on this statement. This is done in the **Cash Receipts** area of the **Commissions** module.

1. Create the cash receipt for the total amount of the **Provider Statement**.

2. Click **Match** against the newly created cash receipt and a **Cash Receipt** match search will pop up so the correct **Provider Statement** can be selected to allocate the **Cash Receipt** to.

3. Search for the correct **Provider Statement** using the filters and once the **Statement** is returned in the search results, select the record and click **Match**.

## Notes

2. Cash Receipts can also be imported in bulk. For full details on Importing CSV Cash Receipts, please refer to the Intelligent Office online User Guide. This completes the reconciliation process and the commission will now appear on the adviser's FCI Statement on Intelligent Office ready for payment. For full details on running a payment run and month end on Intelligent Office, please refer to the Intelligent Office online User Guide.

# Frequently Asked Questions

## 1. What is the correct policy number format?

In order for IO to correctly create Plans, Elevate plans must be set up with the correct plan number format. The following are the correct plan number formats which must be set up:

External name	Elevate wrapper name	External wrapper number (format)
Cash Account	Elevate Cash	ELnnnnnnn-001
General Investment Account	Elevate GIA	ELnnnnnnn-002
ISA	Elevate ISA	ELnnnnnnn-nnn
PIA – Former Non Protected Rights	Elevate PIA- Scheme 1	ELnnnnnnn-Scheme 1
PIA – Protected Rights	Elevate PIA- Scheme 2	ELnnnnnnn-Scheme 2

The correct number for each of your client’s wrappers under their Elevate account can be found on the Elevate platform. Locate your clients account, select ‘Account holders’ and scroll down to the ‘Product details’ section. This section will list all the wrappers and the respective number for each. When it comes to PIA please use the wrapper number format outlined in the table above.

## 2. How do I differentiate between tax years on my client’s ISA?

The valuation data passed to IntelliFlo does not differentiate between tax years. However, an ISA allowance report is available through the Elevate platform. This report documents your client’s ISA allowance usage for current and previous years.

## 3. How do model portfolio values show in Intelligent Office?

Currently all underlying investments are shown, where previously the value of the portfolio model itself was displayed. This allows reports showing Asset Allocation or sector breakdown to be accurate. There are no options to group the investments by DM or Model but this is being looked at as a future enhancement.

## 4. My Remuneration data is out of date.

Please wait 3 working days after your remuneration run on Elevate. If your remuneration information has still not been updated please raise to request with IntelliFlo to check they’ve received this data. If they have not received this data then IntelliFlo will raise a query with Elevate directly.

## Intelliflo Contacts

For additional information please refer to the Intelliflo guides, Intelliflo Support Team

**Call us on 0845 230 3700**

**Email us at [iosupport@intelliflo.com](mailto:iosupport@intelliflo.com)**

**[intelliflo.com](http://intelliflo.com)**

## Elevate

Elevate Customer Operations

**Call us on 0345 600 2399**

**Email us at [Elevate\\_Enquiries@standardlife.com](mailto:Elevate_Enquiries@standardlife.com)**

**[www.elevateplatform.co.uk/adviser/features-and-benefits/back-office-integration](http://www.elevateplatform.co.uk/adviser/features-and-benefits/back-office-integration)**

**[elevateplatform.co.uk](http://elevateplatform.co.uk)**

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