

How do I set up and use Time4Advice CURO with the Elevate platform?

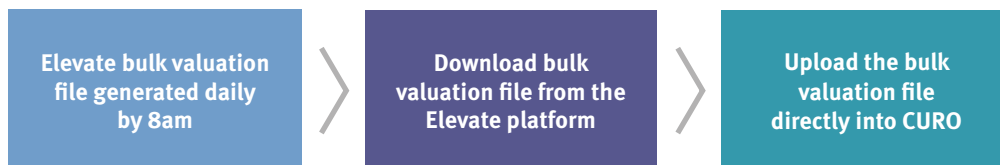
The Elevate platform provides bulk client valuation data and electronic remuneration statements which can be easily imported into CURO. This guide describes how you can register for the service and how the Elevate data can be set up and accessed via CURO.

Overview of the service

Bulk valuation file

Valuation details for all funds across all products your clients hold are included in the file.

This is produced at a frequency specified by you and is made available for collection from the Elevate platform.



Information contained within the file is as follows:

- Elevate headed 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

For financial adviser use only.

It should not be distributed to, or relied upon by, retail clients.

Elevate account number formats

In order for CURO 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:

Scheme	External scheme name	External Scheme format
ISA	ElevateISA	ELnnnnnnn-001
General Investment Account	ElevateGIA	ELnnnnnnn-002
Cash Account	ElevateCashA/C	ELnnnnnnn-001
Elevate PIA	ElevatePIA-Scheme 1	ELnnnnnnn-Scheme 1
Elevate PIA – Protected Rights	ElevatePIA-Scheme 2	ELnnnnnnn-Scheme 2

How do I configure CURO to access the bulk valuation file?

Downloading Bulk client valuation files

The latest data file needs to be downloaded in order to import the current valuation details. To access the latest information you will need to:

- have an Elevate platform user account with administrator permissions
- log into the Elevate platform <https://ads.elevateplatform.co.uk/>
- go to 'Business Management' and go to 'Valuations'
- right click on 'Complete' and select 'Save as'
- enter a name for the file, choose a location to save the document and select 'Save'.

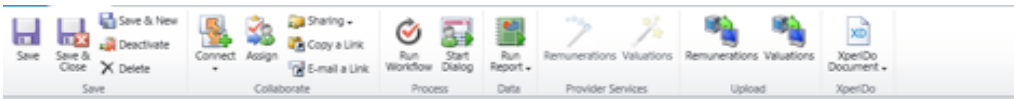
The screenshot shows the 'Valuations' page in the Elevate platform. The navigation bar includes 'Dashboard', 'New Client', 'Existing Clients', 'Business Mgmt', 'Research', 'Model Portfolios', 'Literature', 'Help', and 'Admin'. The 'Business Mgmt' section is active, with sub-menus for 'Remuneration Statement', 'Mgmt Reports', 'Remuneration Setup', 'New User', 'Edit User', 'User In Progress', 'Product Terms', and 'Valuations'. The 'Valuations' page has a 'Filter Reports' section with 'Report Type' set to 'Bulk Valuation' and 'Date Generated' set to 'Last Seven Days'. A 'Go' button is present. Below the filter is a table of reports:

Report	Request Time	Status
Bulk Valuation	28-Apr-14 6:02 am	Complete
Bulk Valuation	25-Apr-14 6:02 am	Complete

Launch Curo

The Elevate bulk data file can be imported into CURO via the Provider record under **Workplace > Clients and Contacts > Providers**.

- Click into the Elevate provider record and select the Valuations button from the Ribbon menu:



- You will then be presented with the following pop up box:
- Select the Open button to browse and locate the Bulk XML file on your computer, which you have just downloaded from Elevate.
- Check the **Notify me when completed** box to issue an email to confirm that the import is completed.
- Then click the Import button - to import the file.

Import Valuations File 08.10.2015 15:45

File Name:

File Size:

Map:

Map Info:

Notify me when completed:



Please Note

You need to be using version 1.6 or above of CURO to upload Elevate files.

If there are any problems, the import will fail and you will be given details of why it failed. If you are unable to understand what the error is telling you, contact support@time4advice.co.uk with a copy of the failed notice.

Once completed, the import will look to place the value against a holding in CURO with the same Plan number. If it is unable to locate a holding with the same Plan number, then a new holding will be created and held against the 'Unallocated Holdings' contact.

If this happens, simply access the Un-allocated Holdings contact record, navigate to Holdings on the left hand menu and click into each Holding, to work out whether it is just a problem with the Plan number, or whether a new Contact/Account record needs to be set up for the Holdings.

How do I configure Curo for electronic remuneration?

Your statement will show up in Curo automatically. Once your statement has been received you will find it under Financial control > Statements > Active statements.

You can also find your statement under the Elevate provider record. For further queries regarding statements please contact support on support@time4advice.co.uk

Financial Con...	Statements	Active Statements					
	<input type="checkbox"/>	Provider	Symmetry Ref	Current status	Received date	Delivery	Reconciled date
<input type="checkbox"/>	<input type="checkbox"/>	Zurich		Received	01/01/1900	Manual	
<input type="checkbox"/>	<input type="checkbox"/>	Wealthtime		Reconciled	12/02/2012	Manual	12/12/2012
<input type="checkbox"/>	<input type="checkbox"/>	Standard Life		Reconciled	17/07/2012	Manual	11/10/2012
<input type="checkbox"/>	<input type="checkbox"/>	Friends Life		Reconciled	17/07/2012	Manual	18/07/2012
<input type="checkbox"/>	<input type="checkbox"/>	Standard Life		Reconciled	17/07/2012	Manual	12/12/2012
<input type="checkbox"/>	<input type="checkbox"/>	Friends Life		Reconciled	20/07/2012	Manual	20/07/2012
<input type="checkbox"/>	<input type="checkbox"/>	Standard Life		Reconciled	23/08/2012	Manual	23/08/2012
<input type="checkbox"/>	<input type="checkbox"/>	Friends Life		Reconciled	29/08/2012	Manual	29/08/2012
<input type="checkbox"/>	<input type="checkbox"/>	Standard Life		Reconciled	13/09/2012	Manual	13/09/2012
<input type="checkbox"/>	<input type="checkbox"/>	Old Mutual Wealth (SLAC)		Reconciled	01/10/2012	Manual	01/10/2012

How to register for these services

This can be set up when you first on-board with the Elevate platform, please contact your Business Development Manager or Platform Consultant who can arrange this. Or if you're already using the Elevate platform, complete the registration form by downloading it [here](#) or visiting our [website](#).

Frequently asked questions

1. Why don't my client valuations reflect today's prices?

Your bulk valuation file is generated by the Elevate platform at 6am. This will be before the day's investment price feed (usually 8am). Therefore the bulk valuation file will use the last known price from 8am the previous working day.

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

Currently there is no way to differentiate between tax years through the bulk valuation function.

However, an ISA allowance report is available through the Elevate platform, which documents your client's ISA allowance usage for current and previous years.

3. Why am I seeing multiple pension policies for a client?

The Elevate platform historically split pensions into two separate schemes to allow for identification of Protected Rights and Non-protected Rights funds.

If the client had previously opted out of the State Second Pension, then they will have two pension schemes. Scheme 2 will always refer to historic Protected Rights assets. Since the abolition of Protected Rights, Scheme 1 is now used for all new contributions and payments are no longer accepted into Scheme 2. This is the same structure that is presented on the Elevate website.

The value of investments can go down as well as up and are not guaranteed. Your client could get back less than they invest.

Contact Us

Time 4 Advice Support

Call us on **0800 032 3774**

Email us at support@time4advice.co.uk

www.time4advice.co.uk

To download files:

<https://ads.elevateplatform.co.uk/ClientBase/Valuations/Valuations.aspx>

Elevate Customer Operations

Call us on **0345 600 2399**

Email us at Elevate_Enquiries@standardlife.com

elevateplatform.co.uk

Elevate Portfolio Services Limited trades as Elevate and is part of Standard Life Aberdeen Group.

Elevate Portfolio Services Limited is registered in England (01128611) at 14th Floor 30 St Mary Axe, London, EC3A 8BF and is authorised and regulated by the Financial Conduct Authority. www.elevateplatform.co.uk

SLE0178 0918 © 2018 Standard Life Aberdeen, reproduced under licence. All rights reserved.