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

Standard Life
There's a lot to look forward to

The Elevate platform provides bulk client valuation data which can be uploaded into Fastrak.

This guide describes how you can register for the service and how the Elevate data can be set up and accessed via Fastrak.

Overview of the service

Bulk valuation file

The file is produced and made available on the Elevate platform containing valuation details for all of your company's Elevate accounts. 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.

Elevate bulk valuation file generated daily by 8am

Download bulk valuation file from the Elevate platform

Upload the bulk valuation file directly into Fastrak

How to register for this service

This can be set up when you first on-board with the Elevate platform. Your Business Development Manager or Platform Consultant can arrange this. To set up exports for **Fastrak** on the Elevate platform at a later date, email **Elevate_Enquiries@standardlife.com** with the subject 'Request for Fastrak export set up' providing the following information:

Firm name	
FSA name	
Firm contract	
Telephone number	
Email address	
Contract enquiry access required	Yes
Software provider	Fastrak

Should you wish to change any of your settings in the future, this can be arranged in the same way.

Elevate account number formats

In order for Fastrak to update the valuation of each Elevate product wrapper, Elevate plans must be set up in the correct format. The following are the correct plan number formats which must be set up:

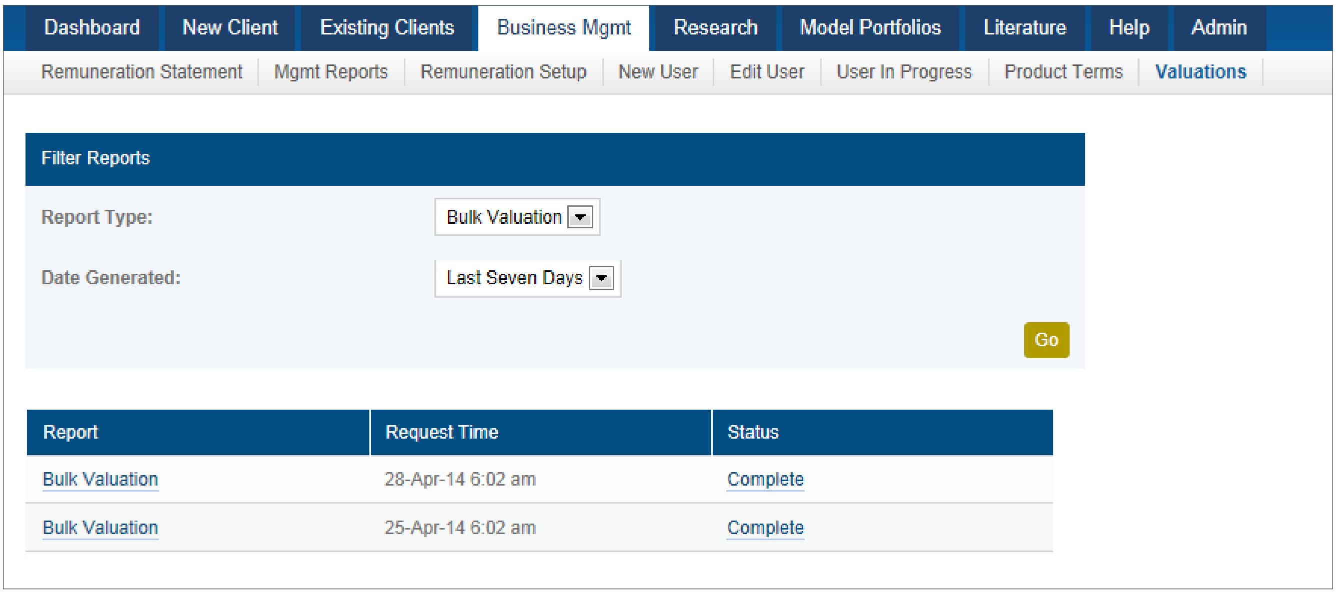
Scheme	External scheme name	External scheme format
ISA	ElevateISA	ELnnnnnnn-nnn
General Investment Account	ElevateGIA	ELnnnnnnn-002
Cash account	ElevateCashA/C	ELnnnnnnn-001
Elevate PIA	ElevatePIA-Scheme 1	ELnnnnnnn-Scheme 1
Elevate PIA - Protected Rights	ElevatePIA-Scheme 2	ELnnnnnnn-Scheme 2

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

Downloading the bulk valuation data from Elevate

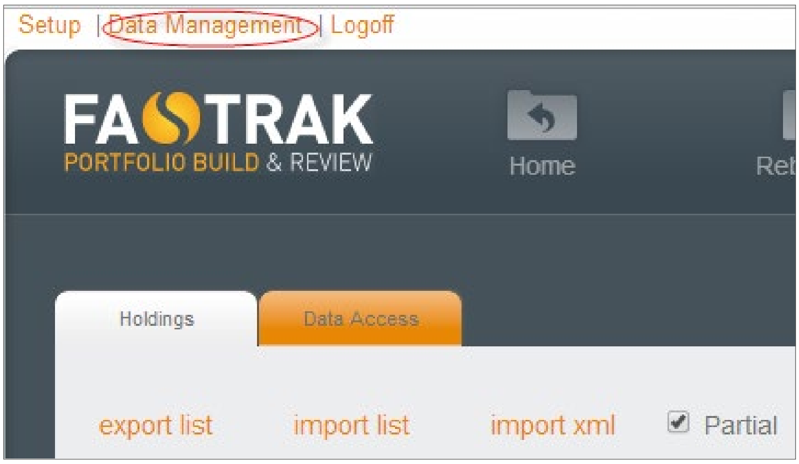
The latest data file needs to be downloaded in order to import the current valuation details. To access the latest information you will need to login to:

- 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’
- Click on ‘Complete’ for the file you want to import into **Fastrak**
- Press Ctrl + A to select all the text, then press Ctrl + C to copy the text.

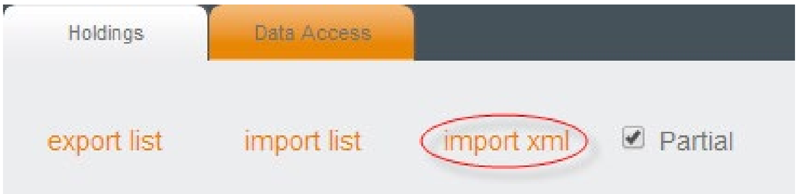


Importing the bulk valuation data into Fastrak

a. Log into Fastrak and click on the Data Management tab



b. Select the import xml option



c. Use Ctrl + V to paste the copied text from Elevate into Fastrak and click on the OK button

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.

Contacts

Fastrak

The setup guide is available from **support@sprintenterprise.co.uk**
For additional information please refer to the FASTRAK Specific Guides.

Fastrak support team

Phone: 01235 841523
Email: **support@sprintenterprise.co.uk**
Web: **www.sprintenterprise.co.uk**

To download files:
https://ads.elevateplatform.co.uk/ClientBase/Valuations/Valuations.aspx

Elevate

Customer operations

Phone: 0345 600 2399
Email: **Elevate_Enquiries@standardlife.com**
Web: **elevateplatform.co.uk/adviser**

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