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How do I set up and use Assyst 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 Assyst.

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

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 Assyst**

Elevate account number formats

In order for Assyst 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 Assyst 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:

- Have an Elevate platform user account with administrator permissions
- Log into the Elevate platform <https://ads.elevateplatform.co.uk/>
- Go to 'Business Management' then select 'Valuations'
- Under the line which represents the latest file, right click on 'Complete' and select 'Save as'
- Enter a name for the file, choose a location to save to document and select 'Save'.

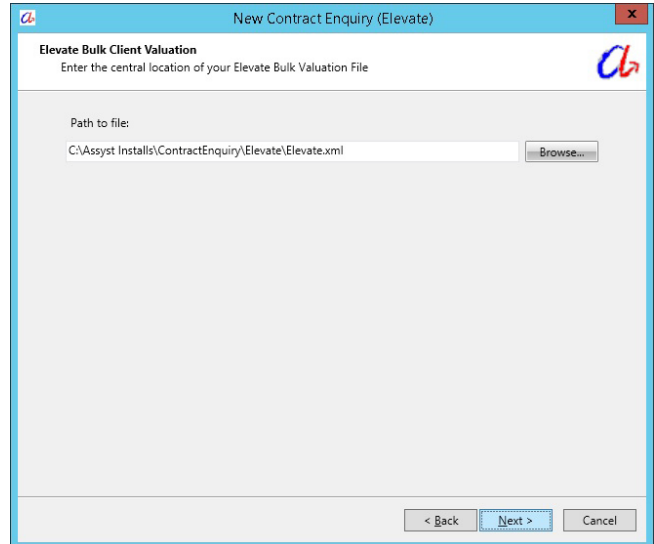
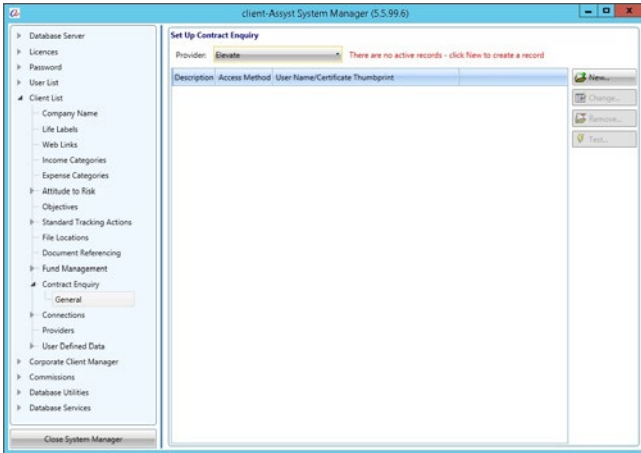
Dashboard	New Client	Existing Clients	Business Mgmt	Research	Model Portfolios	Literature	Help	Admin	
Remuneration Statement	Mgmt Reports	Remuneration Setup	New User	Edit User	User In Progress	Product Terms	Bulk EPC Update	Valuations	Upload Firm Logo
Filter Reports									
Report Type:	Bulk Valuation								
Back Office System Provider (BOSP):	All								
Date Generated:	Last Seven Days								
<input type="button" value="Go"/>									
Company	BOSP	Report	Request Time	Status					
AXAFRZ	Assyst Software	Bulk Valuation	23-Oct-17 6:01 am	Complete					
AXAFRZ	Assyst Software	Bulk Valuation	20-Oct-17 6:01 am	Complete					
AXAFRZ	Assyst Software	Bulk Valuation	19-Oct-17 6:01 am	Complete					
AXAFRZ	Assyst Software	Bulk Valuation	18-Oct-17 6:01 am	Complete					
AXAFRZ	Assyst Software	Bulk Valuation	17-Oct-17 6:01 am	Complete					

Importing the bulk valuation data into Assyst

To use the Elevate bulk download file to update values within the client-Assyst back office system you will need to set up the Assyst System Manager.

Step 1

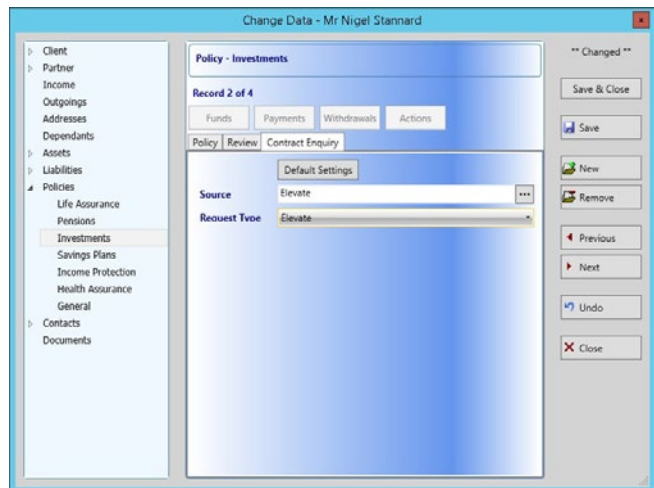
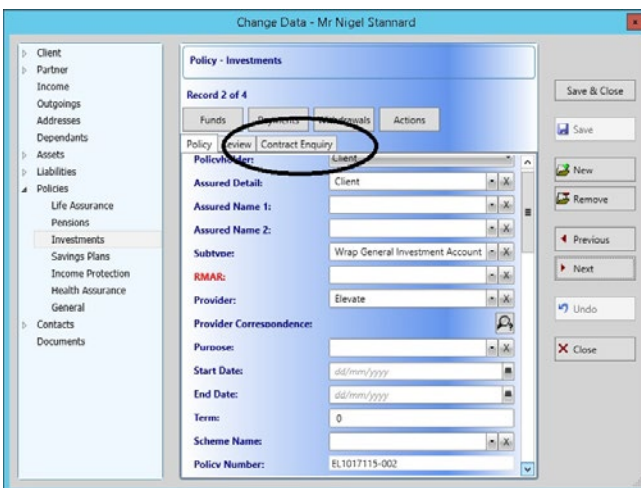
To set the Assyst System so that it can process the Elevate bulk download file (from within the Assyst System Manager), use the menu to expand and select Client List/Contract Enquiry/General. The following screen will be presented:



- Select **Elevate** in the Provider drop-down and click **Next**.
- Click **Next** again.
- In the following screen use **Browse** to select the folder where you will store the download, and the filename that you will use each time:
- Click **Next** twice, then click Finish.

Step 2

To set up a policy to allow the client-Assyst back office system to update valuations, use the data entry screens in the client-Assyst system. Navigate to each policy, and select the **Contract Enquiry** tab:



- On the Contract Enquiry tab, click **Default Settings** and the screen will look like this:

- Click **Save & Close**.

Step 3

To perform a contract enquiry for a client, click the Contract Enquiry option on the menu. The system will display a screen showing which contract enquiries have been set up for this:

Policy Holder	Provider	Case Type	Subtype	Reference	Request Type
Client	Elevate	Investments	Wrap Cash Account	EL1017115-001	Elevate
Client	Elevate	Investments	Wrap General Investment Account	EL1017115-002	Elevate
Client	Elevate	Investments	Wrap ISA	EL1017115-003	Elevate
Client	Elevate	Pensions	Wrap Protected Rights Pension	EL1017115-PR	Elevate
Client	Elevate	Pensions	Wrap Non-Protected Rights Pension	EL1017115-NPR	Elevate

These cases have not been set up for Contract Enquiry

Policy Holder	Provider	Case Type	Subtype	Reference
Client	Legal & General	Life Assurance	LTA	UK3436372
Joint	Standard Life	Life Assurance	Whole	1233536536
Client	Friends Provident	Life Assurance	LTA	879945

Update	XML	Policy Holder	Provider	Case Type	Subtype	Reference	Request Type
✓		Client	Elevate	Investments	Wrap Cash Account	EL1017115-001	Elevate
✓		Client	Elevate	Investments	Wrap General Investment Account	EL1017115-002	Elevate
✓		Client	Elevate	Investments	Wrap ISA	EL1017115-003	Elevate
✓		Client	Elevate	Pensions	Wrap Protected Rights Pension	EL1017115-PR	Elevate
✓		Client	Elevate	Pensions	Wrap Non-Protected Rights Pension	EL1017115-NPR	Elevate

Results: 5

Summary | Funds

Case Summary:
Policy Holder: Client
Provider: Elevate
Case Type: Investments
Subtype: Wrap General Investment Account
Reference: EL1017115-002

Current Values
Surrender Value: 0.00
Fund Value: 0.00

Case Summary:
Policy Holder: Miss Aveline Ashby
Provider: Elevate
Case Type: Investments
Subtype: Investment Funds
Reference: EL1017115-002

Proposed Values
Surrender Value: 42,061.02
Fund Value: 42,061.04

- Click **Next** to instigate the contract enquiry process. Once the information has been retrieved (from the bulk download file for Elevate, or online from other providers) the following screen will be presented:

Each line shows whether the contract enquiry has been successful (green tick) or unsuccessful (red cross). The Summary and Fund tabs show the current database information before the contract enquiry (on the left) and the revised valuation from the contract enquiry (on the right).

- To update the client's valuation click **Update All**.

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](https://www.elevateplatform.co.uk/adviser/Features-and-Benefits/Back-office-integration/) or visiting our website <https://www.elevateplatform.co.uk/adviser/Features-and-Benefits/Back-office-integration/>

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.

4. Why am I seeing the same client with multiple client numbers?

Clients may have single and joint wrap accounts on the Elevate platform. Each one of these wrap accounts will have its own identifier such as EL1122334. Assyst will only show the first client in a joint account on the mapping screen, which makes it look like the same client is listed twice for mapping.

Contacts

Assyst software

The Assyst User Guide provides a chapter – CA-17 Contract Enquiries – that gives information on how to set up and use Contract Enquiries. A printed version of the User Guide is sent when you first buy the software, with updates being provided with each new release. A PDF version is held in the Assyst Installs/Users Guide folder.

Assyst support team

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To download files:

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

Elevate

Customer operations

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