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

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The Elevate platform provides bulk client valuation data which can be downloaded and uploaded into JCS.

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

## 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 JCS

## 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 **JCS** on the Elevate platform at a later date, email [Elevate\\_Enquiries@standardlife.com](mailto:Elevate_Enquiries@standardlife.com) with the subject 'Request for JCS export set up' providing the following information:

<b>Firm name</b>	
<b>FCA name</b>	
<b>Firm contract</b>	
<b>Telephone number</b>	
<b>Email address</b>	
<b>Contract enquiry access required</b>	Yes
<b>Software provider</b>	JCS

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 JCS 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 JCS 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:

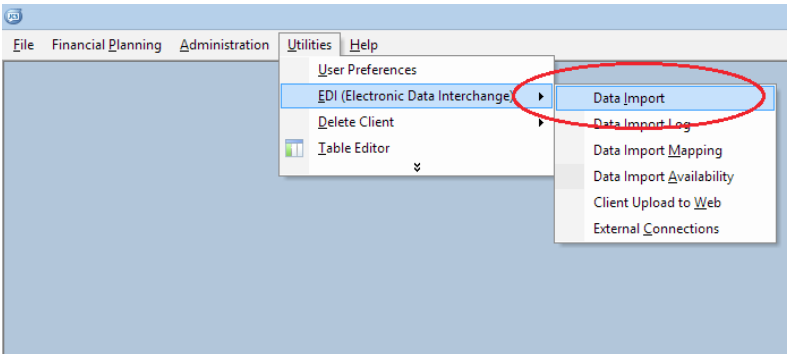
- Have an Elevate platform user account with administrator permissions
- Log into the Elevate platform <https://ads.elevateplatform.co.uk/>
- Go to 'Business Management' and go to 'Valuations'
- Right click on 'Complete' and select 'Save as'
- Enter a name for the file, choose a location to save to document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

The screenshot shows the Elevate platform interface. The navigation menu includes: Dashboard, New Client, Existing Clients, Business Mgmt, Research, Model Portfolios, Literature, Help, and Admin. The 'Valuations' section is active, showing 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 section is a table of reports:

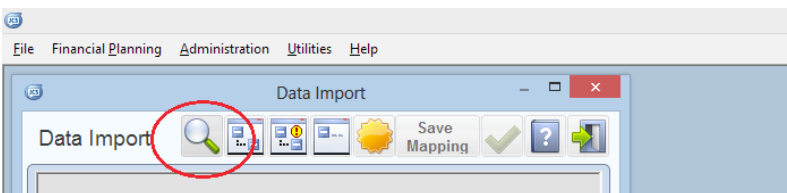
Report	Request Time	Status
<a href="#">Bulk Valuation</a>	28-Apr-14 6:02 am	<a href="#">Complete</a>
<a href="#">Bulk Valuation</a>	25-Apr-14 6:02 am	<a href="#">Complete</a>

## Importing the bulk valuation data into JCS

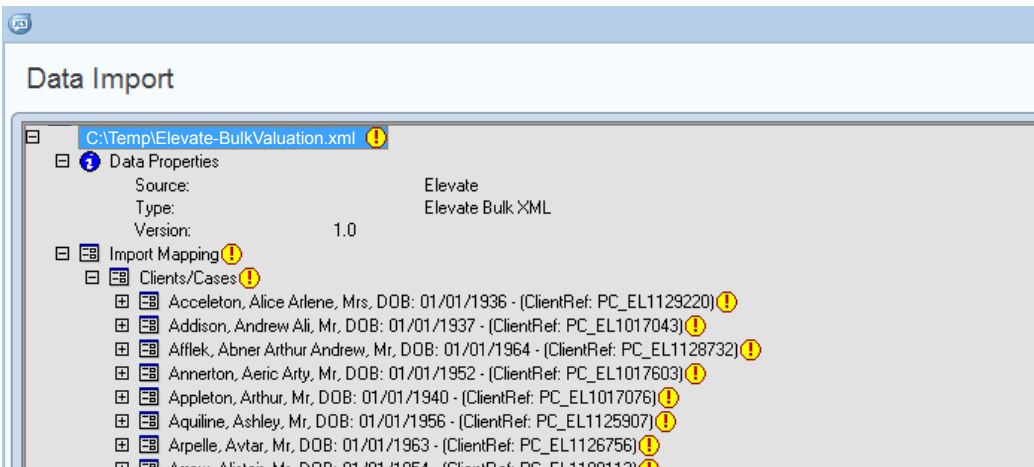
a. Log into JCS and either click on Utilities → EDI → Data Import or press the shortcut key F4.



b. Click on the magnifying glass button to “Find File to Import”.



c. Locate the file downloaded from the Elevate platform.



d. From here, ensure that all clients (and funds if required) are mapped correctly and then click on the tick button to value all mapped policies.

## 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 are the fund holdings missing from my client's policy?

By default, JCS will only value at policy level. To update the fund holdings of a policy you will need to change one of the JCS options. Open "User Preferences" from the "Utilities" menu, select the "Miscellaneous" tab, and change the option for "Contract Enquiry will update" to "Policy Values and Funds".

### 4. 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.

### 5. 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. JCS 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

## JCS

The latest copy of the JCS “Contract Enquiry Registration and User Guidelines” document can always be found on the JCS website at <http://www.talkjcs.com/documents>

### JCS technical support

Phone: 0345 049 599 option 1

Email: [techsupport@talkjcs.com](mailto:techsupport@talkjcs.com)

Web: [www.talkjcs.com](http://www.talkjcs.com)

### To download files:

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

## Elevate

### Customer operations

Phone: 0345 600 2399

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