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Elevate help guide: Checking money has been received

Standard Life

There's a lot to look forward to

Checking Transactions

What you will see

Check that payments in or out have completed and ensure money is invested, or disinvested, at the right time.

| Wrapper | Payment Contribution ID | Type | Frequency | Method | Date Created | Amount | Instruction | Status | Remittance Advice | Tax Relief | Unique ID |
|---------------------|-------------------------|------------|-----------|--------------|--------------------|---------|---|------------|-------------------|------------|--|
| Elevate PIA - Sub 1 | 32607-01 | Payment in | N/A | Direct Debit | 16-Jan-14 11:49 am | £125.00 | Auto from ID#525074 | Placed | N/A | Yes | 1377951 |
| Elevate PIA - Sub 1 | 32607-01 | Payment in | Monthly | Direct Debit | 3-Sep-13 2:56 pm | £125.00 | Regular Monthly 28-Sep-13 Unit Notified | Authorised | N/A | Yes | 1345089 Edit Investments |

What you will need to do

1. In the account of the client you're checking, go to **Transactions > Deposits/Withdrawals**.
2. Use **Status** to filter by **Open** and **Cancelled** transactions.
3. Use **Select View** to filter by product wrapper.
4. Hover over an entry to show:

For a regular payment in:

- the bank account details
- the next payment is due

For a regular withdrawal

- the bank account details
- the first withdrawal date
- the next withdrawal date.

Notes

Detail of in-progress payments are shown here.

One-off payments out display here until the funds have been received by your client. And payments in are displayed here until we have received the payment.

Once the payments have cleared they are displayed in **Cash Account > Statement**.

Any in-progress cash transfers-in will also be shown here.

You can find full details of any transfer on the **Transfers** tab.

Regular payment in

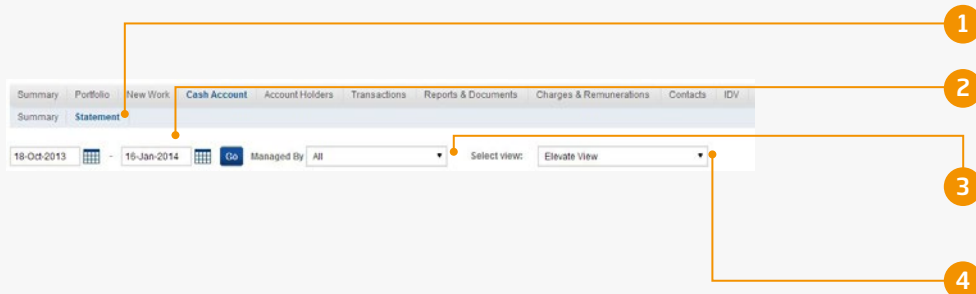
Eight days before the regular due date, the platform will create a regular expectation. This confirms that the regular premium is in progress and is fulfilled once it's received.

Regular withdrawal

Elevate will automatically sell funds to meet the regular withdrawal, if required.

Checking the Cash Account

What you will see



What you will need to do

1. Go to the **Cash Account > Statement**.
2. You can change the date fields to view payments for a specific date range.
3. Use **Managed By** to filter by cash managed by adviser or a Discretionary Manager.
4. Use **Select View** to filter by product wrapper.

Notes

One-off payments will show as Cheque, Direct Credit or single Direct Debit.

Regular payments will show as an **Auto Direct Debit**.

This screen also shows the movement of money and all cash transactions made within the account - for example where cash held in a product wrapper is used to buy investments. It also shows payments made out to your client.

You can print a Client Transaction Listing by navigating to **Reports & Documents > Request Report**.

Get to know us better

We hope you've got a good insight into our platform and the potential benefits it can bring to you and your firm.

If there is anything more you want to know, please contact us.

Call us on 0345 600 2399

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