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

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

Standard Life
There's a lot to look forward to

The Elevate platform provides bulk client valuation and remuneration data which can be downloaded and uploaded into Plum Software. This guide describes how you can register for the service and how the Elevate data can be set up and accessed via Plum Software.

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. Sub account (product wrapper) details are provided such as Elevate PIA (Scheme 1 and Scheme 2 split), Model Portfolio and Discretionary Manager names.

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

Figure 1 – Bulk valuation file – data import

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.

Remuneration file

Remuneration data can be automatically sent from the Elevate platform whenever a remuneration statement is generated.

Figure 2 – Remuneration file transfer

Information contained within the file is as follows:

- Adviser name and adviser company.
- Number of clients.
- Account number.
- Client name.
- Elevate product wrapper name (Elevate cash account, GIA, ISA, PIA).
- Remuneration type.
- Investment contribution amount (£).
- Initial Adviser Charge rate (%) and/or Initial Adviser Charge amount (£).
- Ongoing Adviser Charge rate (%) and Ongoing Adviser Charge amount (£).
- Any legacy Adviser Standard Regular Remuneration (ASRR) rate (%) and Adviser Standard Regular Remuneration (ASRR) amount (£).
- Claw backs (e.g. for cancellations).

How to register for the service

This can be set up when you first on-board with the Elevate platform.
Your Business Development Manager or Platform Relationship Manager can arrange this.

To set up Plum Software on the Elevate platform at a later date, email **Elevate_Enquiries@standardlife.com** with the subject 'Request for Plum Software set up' providing the following information:

Firm name	
FSA number	
Firm contact	
Telephone number	
Email address	
Contract enquiry access required	Yes/No
Remuneration file required?	Yes/No
Easylink username	PLUMSWARE
Easylink mailbox address	PLUMSWARE
Additional information required for remuneration file setup	

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

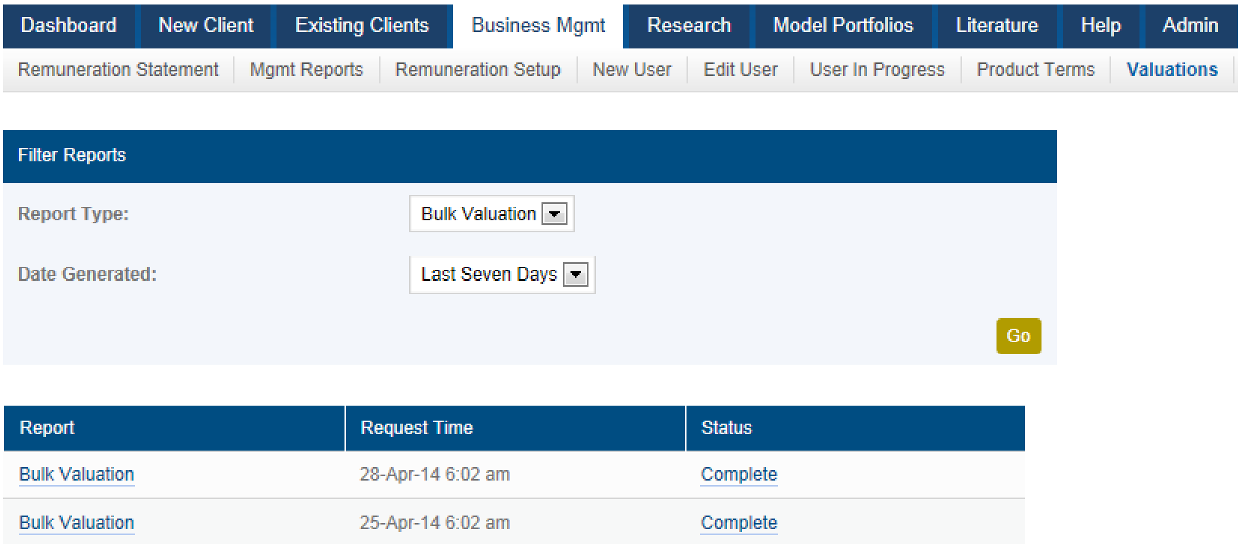
How do I configure Plum Software to access the bulk valuation file?

Downloading Bulk client valuation files

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

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

- An Elevate platform user with administrator permissions logs into the Elevate platform.
- Go to 'Business Management' and go to 'Valuations'.
- Right click on 'Complete' and select 'Save Target As'.
- Download the file to the Local Data Directory (see previous page) as configured against the Elevate feed, e-Services will then pick up the files from this directory.

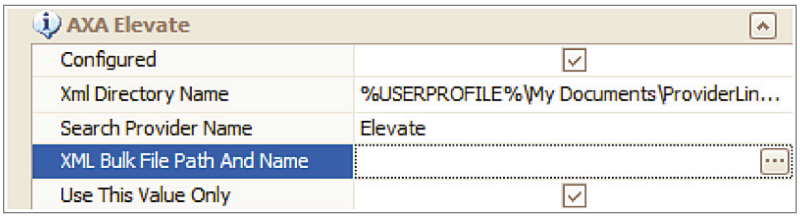


Within FFPA

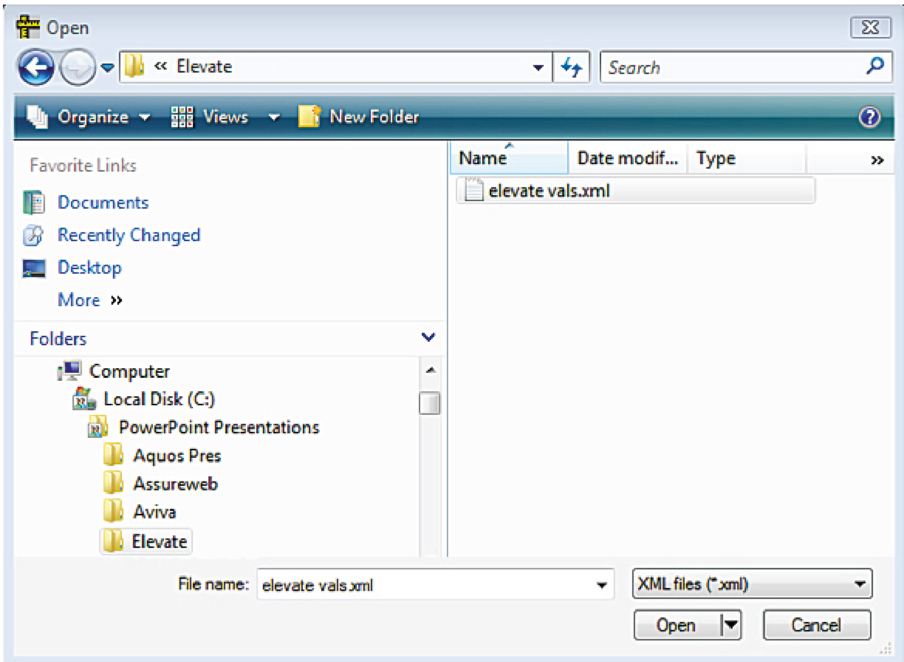
- Within FFPA, go into Data Maintenance (F9). Browse to 'Fund / Product Maintenance', 'Provider Maintenance'. Add on a new provider named 'Elevate'.
- Browse to 'Product Maintenance' and add on a new product with the provider name 'Elevate'.

Setting up provider link

Run Provider LInk (for any client), click ‘Tools’ – ‘Options’, locate ‘Elevate’.

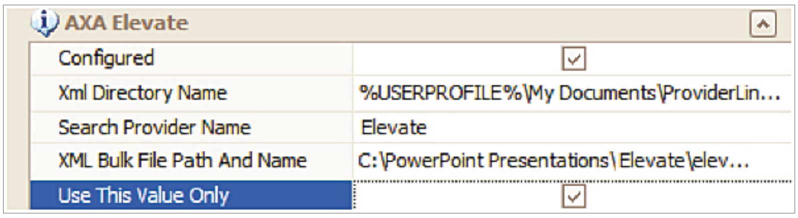


Click the ellipsis next to ‘XML Bulk File Path And Name’, and browse to the downloaded Elevate XML file. Highlight the file and select ‘Open’.



Click ‘OK’ in Provider Link.

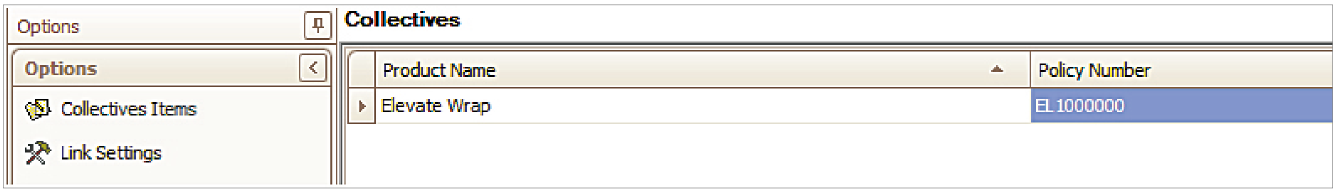
Note: If you keep the file name and saved location the same each time you download the file, you will not need to amend the location each time in Provider Link.



Adding Elevate policy details in Plum

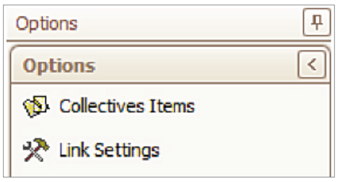
Browse to ‘Collectives’ in FFPA.

Add on the collective / wrap. Example:

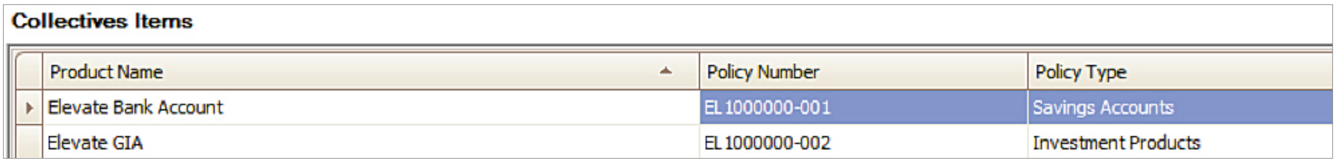


Run Provider Link

Click ‘Tools’ then ‘Provider Link’. Select the Elevate contracts and then click ‘Process Selected items’ then click ‘Collectives Items’.



The associated products are added...



...as well as associated funds:

External Scheme Names

In order for Plum Software to correctly create Plans, Elevate Schemes must be set up with the correct External Scheme Names.

The following schemes 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 – Former Non Protected Rights	ElevatePIA- Scheme 1	ELnnnnnnn-Scheme 1
Elevate PIA – Protected Rights	ElevatePIA- Scheme 2	ELnnnnnnn-Scheme 2

How do I configure Plum Software to access the remuneration file?

To enable Elevate remuneration statements to be sent to Plum Software, the Easylink section of the ‘Request for Plum Software set up’ form should be completed and returned. N.B. The Plum Software Mailbox destination has been pre-populated on the form shown earlier in the guide.

To set up Elevate remuneration statements with Plum Software please email **support@plumsoftware.co.uk** requesting Elevate statements.

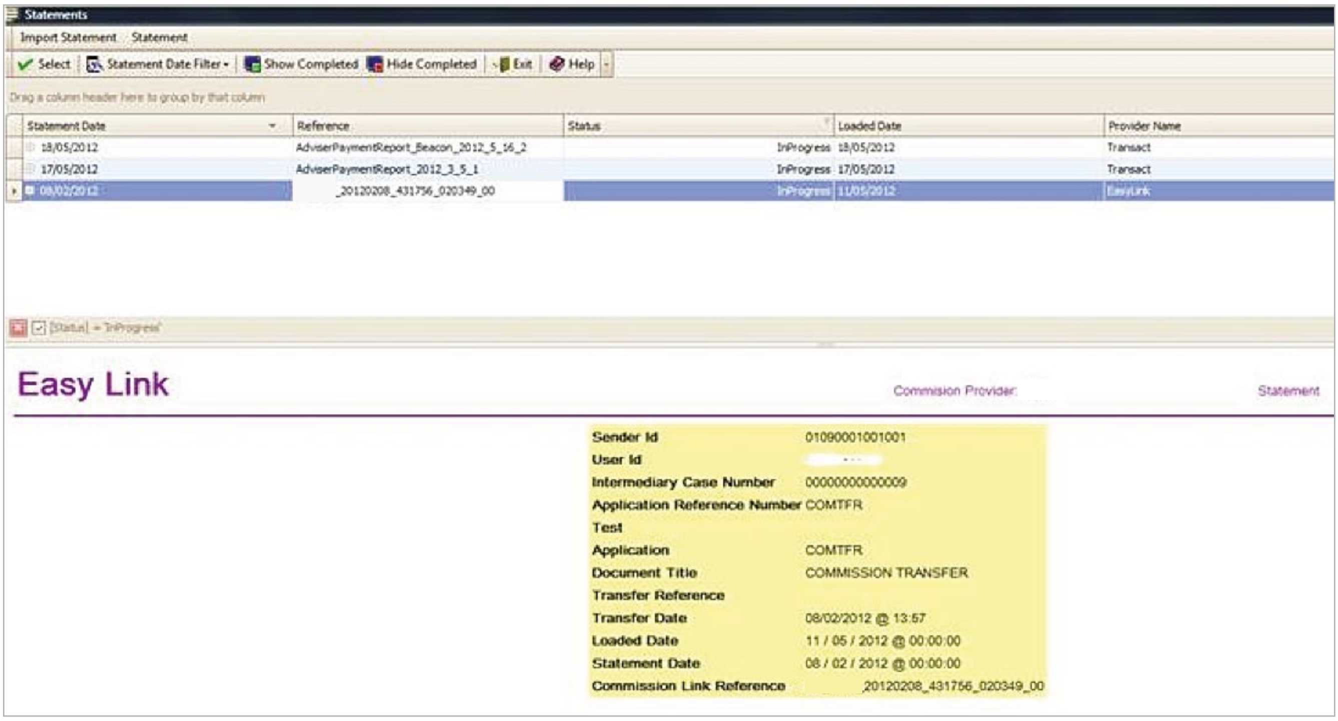
Running Remuneration Link

Once the setup for the Remuneration file is completed you will start to receive statements in an XML (Remuneration Link readable) format.

To import the statements, simply save the file to a location on your PC & drag and drop the file into the Remuneration Link software.

The statement will then be shown as a summary (as below) ready to progress with the next stage of the process.

Choosing ‘✔Select’ proceeds to the next stage of the process...



Further details on using downloading and running the statements can be found in the Remuneration Link User Guide, available from Plum Software’s website here: **www.plumsoftware.co.uk.**

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. What format is the Remuneration file provided?

This is an XML format and is sent automatically to Easy Link.

4. Who are Easy Link?

Easy Link is a company that offers secure file transfers.

5. Why can't I see client valuations?

Client valuations need to be set up in FFPA to import the valuations file. The setup guide is on **www.plumsoftware.co.uk** there is also a user guide available on this link.

6. How do model portfolio values show in Plum Software?

Currently all underlying investments are shown, where previously the value of the portfolio model itself was displayed. This allows reports where showing Asset Allocation or sector breakdown to be accurate. There are no options to group the investments by DM or Model but this is being looked at as a future enhancement.

7. I haven't received my Remuneration file?

A request will need to be raised with Elevate (see contact details at the end of the guide) to determine the last time and date the file was sent. Please also report the issue to Plum Software (see contact details at the end of the guide) so they can investigate.

Contact Us

Plum Software Support Team

The setup guide is available from **support@plumsoftware.co.uk** or on your ASP Desktop.
For additional information please refer to the Plum Software Provider Specific Guides.

Call us on 024 7622 8888

Email us at: support@plumsoftware.co.uk

www.plumsoftware.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, Winterthur Way, Basingstoke, RG21 6SZ (postal address).