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

# **Elevate help guide: Valuations on Elevate with Distribution Technology's Dynamic Planner**

**Standard Life**

**There's a lot to look forward to**

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# Introduction

This guide will give you an overview of the valuation integration between Dynamic Planner with the Elevate platform and how to access this service.

These days, it's more important than ever to spend time with your clients. Our integrated valuation service makes your day-to-day administration easier – giving you more time to focus on your clients. This simple guide will get you started with Elevate and Dynamic Planner's valuations and outline the benefits it can bring your business.

## What are the key benefits?

Elevate valuations are automatically updated in Dynamic Planner on a daily basis.

The integration between Elevate and Dynamic Planner offers a flexible, easy to use solution. You can:

- save time on day to day admin
- reduce your firm's costs and operational overheads
- make it even simpler for you to do business using Elevate.

## Which Elevate product wrappers are supported?

Product	Valuations
Elevate Pension Investment Account (Elevate PIA)	✓
Elevate Stocks and Shares ISA (Elevate ISA)	✓
Elevate General Investment Account (Elevate GIA)	✓
Elevate Cash Account	✓

## Elevate - How to register for the Dynamic Planner integration services

The Dynamic Planner valuation integration is set up and configured specifically for your firm. You only have to request access once.

This can be set up when your firm signs up to Elevate. Your Business Development Manager or Platform Relationship Manager can arrange this. Or email [Elevate\\_Enquiries@standardlife.com](mailto:Elevate_Enquiries@standardlife.com), it couldn't be simpler.

### Setting up at a later date?

If you'd like to set up access at a later date email [Elevate\\_Enquiries@standardlife.com](mailto:Elevate_Enquiries@standardlife.com) with the subject 'Request for Distribution Technology Dynamic Planner set up' and the following information.

Firm name	
FCA number	
Firm contact	
Telephone number	
Email address	
Enable Elevate integration service with	Distribution Technology's Dynamic Planner

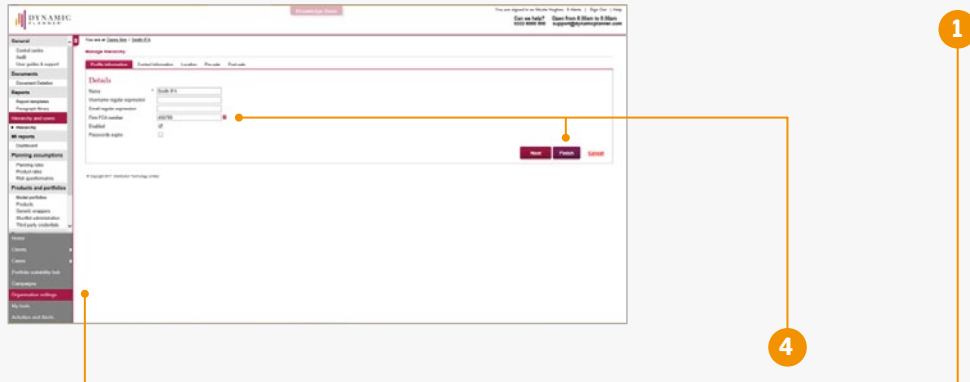
Any changes you need to make in the future can be made in the same way.

# Dynamic Planner - How to register for the Elevate integration services

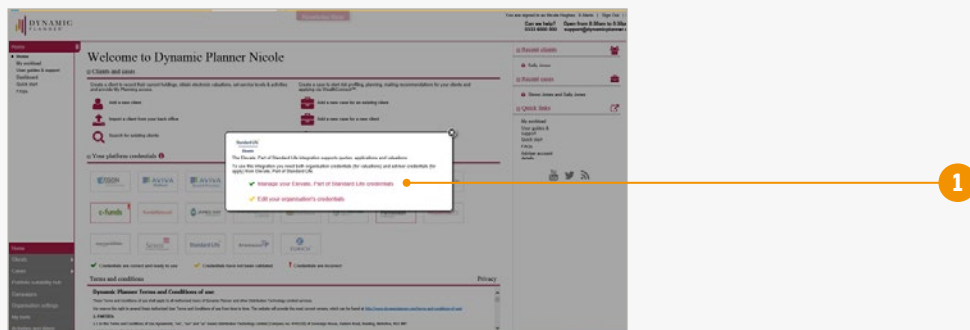
(Firm Administrator access only)

## What you will see

### Step 1. Enter your firm's FCA number in Dynamic Planner



### Step 2. Accept the Terms and Conditions and give permission for Dynamic Planner to download bulk data



## What you will need to do

1. Click on **Organisation Settings** at the bottom of the menu on the left of your screen.
2. Select **Hierarchy** from the menu on the left (this can be found under the header **Hierarchy and Users**).
3. Click on the **Edit** button under the heading **Current organisation** unit section.
4. You will see the main screen left. Enter your firm's FCA number and click **Finish**.

## Notes

1. On the Dynamic Planner Home page, click on the **Elevate** in the **Your platform credentials** section, and then click the **Set your organisation's credentials** link as left.

# Dynamic Planner - How to register for the Elevate integration services - cont.

## What you will see

The screenshot shows the 'Provider credentials' registration page in Dynamic Planner. The page is titled 'Provider credentials' and contains the following sections:

- Provider:** Includes a dropdown for 'Provider' (currently set to 'Elevate: Part of Standard Life') and a 'Download Bulk Data' checkbox.
- The Elevate WealthConnect™ integration:** Contains a 'Provider' dropdown (set to 'Elevate') and a 'Download Bulk Data' checkbox. It also includes a section for 'How to obtain your Elevate credentials:' with a list of instructions.
- Integration user guide:** A link to a more detailed overview of registering your credentials and using the integration.

Three orange callout boxes with numbers 1, 2, and 3 point to the following elements:

1. The 'Accept Terms and Conditions' checkbox.
2. The 'Download Bulk Data' checkbox.
3. The 'Integration user guide:' link.

## What you will need to do

1. Read the Terms and Conditions.
2. Tick the **Accept Terms and Conditions** checkbox.
3. Tick the **Download Bulk Data** checkbox.
4. Click **Finish**.

## Notes

# Dynamic Planner - Using the Elevate integration services

## What you will see

### Enter your client's existing Elevate account number

If your client has an existing Elevate account, please enter their Elevate account number on the Platform references screen to get valuations of your client's Elevate account.

1. Select the Client record using the **Client search** option.

2. Click on the **Valuations** task from the Control Centre or click **Valuations** on your left hand side menu bar.

3. To add a new Elevate account number, click the **Add new platform reference button**.

4. Select the **Relationship** and the reference you want to enter is associated with:

- If the Elevate account whose reference you want to enter is in joint names you should choose the appropriate joint relationship
- If the account policy is in the sole name of the currently selected client, you should choose the client's own name from the dropdown.

## What you will need to do

To enter your client's Elevate account number:

1. Select the Client record using the **Client search** option.
2. Click on the **Valuations** task from the Control Centre or click **Valuations** on your left hand side menu bar.
3. To add a new Elevate account number, click the **Add new platform reference button**.
4. Select the **Relationship** and the reference you want to enter is associated with:
  - If the Elevate account whose reference you want to enter is in joint names you should choose the appropriate joint relationship
  - If the account policy is in the sole name of the currently selected client, you should choose the client's own name from the dropdown.

Select 'Elevate' from the Platform dropdown list shown left.

Enter the appropriate Elevate account number for the selected Relationship in the Account field.

## Notes

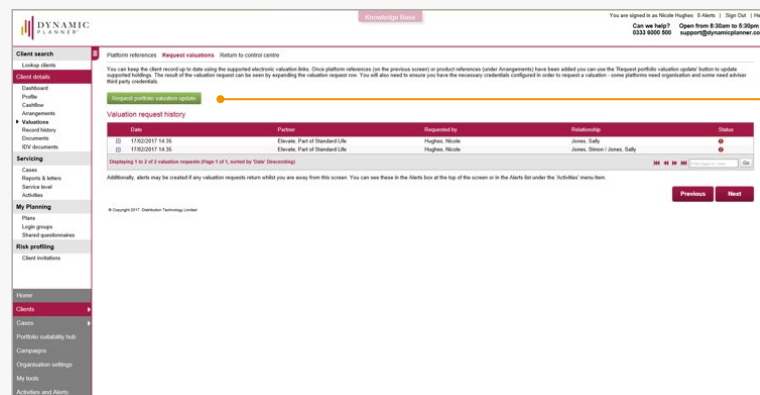
# Dynamic Planner - Using the Elevate integration services - cont.

## What you will see

### Getting a valuation

Elevate valuations are provided to Dynamic Planner using a bulk data service. Once the service is set up for your firm, Elevate valuations will be automatically updated in Dynamic Planner for each of your Elevate client accounts.

The bulk valuation file is generated by Elevate at 6am daily. This will be before Elevate's daily investment price feed (usually 8am). Therefore your client's valuation displayed in Dynamic Planner will use the last known price from 8am the previous working day.



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## What you will need to do

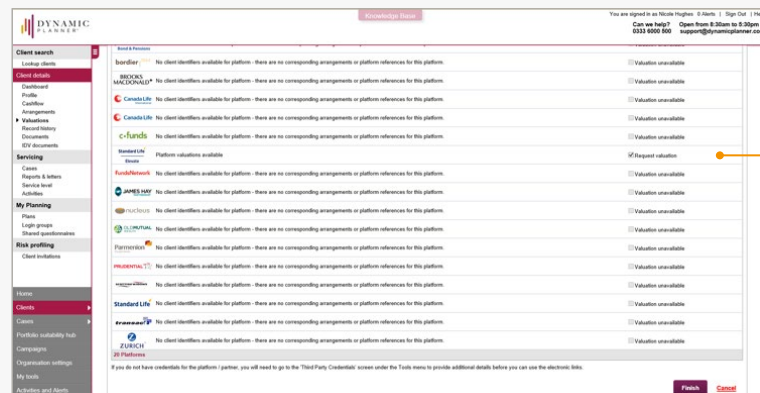
1. Select **Request valuations** from the top horizontal menu bar and then select Request portfolio valuation update.

## Notes

2. After selecting 'Request valuation update' you will be directed to the **Select platforms/partners** screen.

Click on the **Request valuation** checkbox for Elevate, if it has not been pre-selected, and click **Finish**. Dynamic Planner will now retrieve the valuations data for the account.

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# Dynamic Planner - Using the Elevate integration services - cont.

## What you will see

**Request electronic valuations**

You can keep the latest record up to date using the supported electronic valuation files. Once platform valuations (on the previous screen) or product valuations (under Arrangements) have been added you can use the 'Request electronic valuations' button to update requested valuations. The result of the valuation request can be seen by expanding the valuation request row. You will also need to ensure you have the necessary credentials configured in order to request valuations - some platforms need configuration and some need authorisation party credentials.

**Request electronic valuations** Valuations completed successfully.

Date	Arrangement ID	Platform	Status
14/05/2017 14:27	Elevate - Part of Standard UK	Hughes, Nicole	Success
14/05/2017 14:27	Elevate - Part of Standard UK	Hughes, Nicole	Success
14/05/2017 14:26	Elevate - Part of Standard UK	Hughes, Nicole	Success
14/05/2017 14:26	Elevate - Part of Standard UK	Hughes, Nicole	Success

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## What you will need to do

3. You will be returned to the **Request electronic valuations** screen. This will show the status of the valuation request, including details of all records which have been created or updated in Dynamic Planner, and any information, warning or error.

## Notes

5. If you see the Unit Price for the fund displayed as zero, then the unit price feed for that fund is not publicly available to Dynamic Planner. You may enter a unit price for the fund manually.

**Investment**

Protection Property and mortgage Retirement Investment Other assets Liabilities Unknown arrangements Returns to control centre

**Investment** Add existing investment product Add existing fund Add Last valuation Add summary investment Delete selected investments (All records) [X]

Type	Last valuation	Provider	Owner	Total value	Policy number	Available
Investment account	11/06/2016	Aonima	Simon	€99,261.00		Available
ISA	11/06/2016	Aonima	Simon	€19,550.00		Available
Savings account/plan	11/06/2016	Barclays Bank	Simon & Sally	€12,540.00		Available
<b>Investments</b>				<b>€131,351.00</b>		

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4. Click on the **Arrangements** link on the left-hand menu bar and then the **Investment** or **Retirement** tab from the upper menu bar to view the updated value of your client's arrangements.

**Funds**

Protection Property and mortgage Retirement Investment Other assets Liabilities Unknown arrangements Returns to control centre

**Funds** Add existing fund Add existing product

Fund name	Fund type	Value	Last valuation update	Risk	Research
Aonima Strategic Bond (Overseas) Acc	UK bond/CFD (DFCD)	€19,540.00	11/06/2016		
Flower Tree Technology Inc	UK bond/CFD (DFCD)	€21,520.00	11/06/2016		
Flower Tree Cash & Inv	UK bond/CFD (DFCD)	€20,000.00	11/06/2016		

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5. To check the individual fund valuations, click on the arrangement name in the **Type** column and then the **Funds** tab.

## Elevate client operations

Our dedicated Elevate Client Operations team is here to support you every step of the way. Whether you are looking for illustrations, literature, help with our online services, or general product related queries they can help.

### Call us on 0345 600 2399

Our lines are open 8am to 6pm, Monday to Friday. As part of our commitment to quality service and security, telephone calls may be recorded.

### Email us at [Elevate\\_Enquiries@standardlife.com](mailto:Elevate_Enquiries@standardlife.com)

Please be aware that emails are not secure as they can be intercepted, so think carefully before sharing personal or confidential information in this way.

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

## Distribution Technology support

### Call us on 0333 6000500

Our lines are open 8:30am to 6pm, Monday to Friday.

### Email us at [support@distribution-technology.co.uk](mailto:support@distribution-technology.co.uk)

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