

Client Care Desktop v4.3



Features and
Modifications

Contents

1	Introduction.....	3
2	New features.....	4
2.1	Changes to invoices.....	4
2.2	VAT.....	4
2.3	New compliance reports.....	4
2.4	Remuneration changes.....	4
2.5	Electronic commission enhancements	4
2.6	Complaints.....	4
3	Modifications.....	5
3.1	Setup	5
3.2	Clients.....	6
3.3	Holdings.....	7
3.4	Contract Enquiry.....	8
3.5	EDI.....	8
3.6	Admin.....	9
3.7	Compliance.....	10

1 Introduction

This document briefly describes at a high level the new features and modifications to existing functionality. It does not detail every change made to the system to improve the overall product where functionality is the same as previous versions of the software.

If you are upgrading from a previous version of CCD then all of this document will be of interest to you. If you are a new user of the software, you may only be interested in the new features section of this document.

Please refer to the CCD 4.3 User Guide for further details of the key changes. For any specific training requirements, please contact the Training department on 0800 028 0033 or send an email to financialsoftwareclientcare@capita.co.uk

2 New features

This section details the significant new features that are included in CCD v4.3.

2.1 Changes to invoices

CCD invoice functionality has been enhanced in CCD v4.3. If the CCD invoice functionality is enabled, the client account section will allow creation of an invoice to include multiple fees and the capability to offset the exact amount of the invoice against remunerations paid.

Some firms have their own invoice numbers kept on another medium and this can now be incorporated into CCD, so that new invoices are automatically given the next number.

In some instances firms may not wish to utilise CCD invoice functionality, as invoice production may be facilitated via a 3rd party solution in which case the client has the opportunity to disable CCD invoicing.

2.2 VAT

Where applicable, VAT can be included on fees generated under the client or holding. A breakdown to include VAT will be displayed within the commission reconciliation area and on relevant reporting.

2.3 New compliance reports

New reports have been added to the compliance section which will assist with completion of the Retail Mediation Activities Return (RMAR), which include;

- Section G – Training and Competence
- Section K – Adviser Charges
- Section L – Consultancy Charging to Group Personal Pension and Stakeholder Schemes

The Section B – Profit and Loss Account report has been amended as a result of the implementation of RDR.

2.4 Remuneration changes

Updates have been made to the remuneration area to allow recording of new remuneration types and additional information for compliance reporting purposes.

2.5 Electronic commission enhancements

The electronic commission statements will now include adviser and consultancy fees in the message where supported by the product provider.

2.6 Complaints

There is a new section within a complaint to confirm whether the FSA have been informed of the complaint. The reports have been updated within the management section to include;

- Complaints reporting by Retail Investment Adviser
- Form G: Retail Investment Adviser Complaints Alerts Form

3 Modifications

3.1 Setup

Path	Detail
Setup > Staff List	When recording an Adviser, their IRN number should be recorded to populate data on certain compliance reports. This field will also be displayed on the adviser's compliance record.
Setup > User Info > Financial	For firms who are VAT registered, a VAT number and percentage can be recorded within the setup details. VAT can be set up to apply automatically or be added manually at point of fee creation.
Setup > User Info > Financial	A new field has been added to confirm whether a firm will be using CCD for invoicing. You can also setup CCD to automatically add an invoice number onto your invoices. New fields for this enable you to record: <ul style="list-style-type: none"> - Prefix - Suffix <p>Invoice start number</p> <p>Note: If CCD invoicing functionality is switched off, the user will need to indicated whether the 'Due Date' or 'Posted Date' should be used for reporting adviser fee revenue in the new RMAR reports.</p> <p>The upgrade to CCD v4.3 is deployed with the invoicing switched off.</p>
Setup > User Info > Charging Structure	To assist in the completion of the RMAR, there is a new section to record the charging structure for Retail Investments. A button at the end of each line enables firms to confirm if this is a typical charging structure.
Setup > User Info > Charging Structure > Consultancy Fees	To assist in the completion of the RMAR, there is a new section to record the charging structure on consultancy charges for Group business.
Setup > User Info > Regulatory	A new field to add the IFA firms advice type. Options are: <ul style="list-style-type: none"> - Independent - Restricted
Setup > User Info > T&C Advice type	To assist in the completion of the RMAR, there is a new section to confirm what type of advice your firm can give for: <ul style="list-style-type: none"> - Mortgages - Retail Investments - Non Investment Insurance

3.2 Clients

Path	Detail
Clients > Account > Fees > Fees due (within a fee) > Billing setup	<p>A new field has been added to allow VAT to be calculated based on the fee amount and added onto an invoice.</p> <p>The rate of VAT needs to have been entered in Setup (refer setup section).</p>
Clients > Account > Fees > Fees due (within a fee) > Billing setup > Notes	<p>The FSA information on the Notes tab is now mandatory and an invoice cannot be produced unless this information has been completed.</p> <p>New mandatory fields have also been added into this section for:</p> <ul style="list-style-type: none"> - Advice basis - Advice type
Clients > Account > Fees > Invoice Allocation	<p>Where CCD invoicing functionality is enabled, a new tab that allows an invoice to be produced for more than one fee is displayed. Choose the fees to be invoiced by using the 'Select' boxes at the end of each fee line. This will update the figures on the right hand side.</p> <p>Paid remuneration can be offset against the fees to be invoiced. If the total amount of the invoice is less than the paid remuneration, you can offset part of the paid remuneration, leaving the remaining balance to be offset against future invoices.</p> <p>Please note this tab will not be available to users if CCD invoice functionality is not enabled in setup</p>
Clients > Accounts > Fees > Invoice Allocation > Invoice	<p>Where CCD invoicing functionality is enabled, invoices that have been created and no longer required can be voided removing any fees allocated to the invoice. This means that if the fees need to be taken off the invoice or added to it, this can be done by voiding the invoice and creating a new one. Invoices can only be voided if the invoice has not been paid.</p>
Clients > Account > Fees > Invoice Allocation > Invoice	<p>If your bank details have been recorded in Setup > User Info > Banking, these banking details will appear on invoices created giving the client an option to pay directly into your account or to send a cheque for the invoice amount where CCD invoicing functionality is enabled</p>

3.3 Holdings

Path	Detail
Clients > Holdings	<p>New products have been added within the Corporate Investment area for holdings and schemes:</p> <ul style="list-style-type: none"> - Group Wrap Personal Pension - Group Wrap Stakeholder Pension
Clients > Holdings > Remuneration	<p>When recording remuneration, there will now be the option to add the following:</p> <p><u>Initial</u></p> <ul style="list-style-type: none"> - Client fee - Initial fee - Ongoing fee - One off fee <p><u>Ongoing</u></p> <ul style="list-style-type: none"> - Ongoing fee
Clients > Holdings > Remuneration	<p>New fields have been added to record the following information:</p> <ul style="list-style-type: none"> - Advice basis - Advice type category <p>The same fields appear on the submission screen and can be populated from either screen.</p> <p>An update button has been added on both the remuneration and submission screens to allow the user to apply changes made to either Advice basis or Advice type category after the adviser fee has been posted.</p>
Clients > Holdings > Remuneration	<p>When adding a remuneration item, there is now the option to select whether VAT needs to be applied. CCD will then calculate the amount of VAT once the remuneration amount has been entered.</p>
Clients > Holdings > Remuneration	<p>When adding a fee onto a holding, there is a new field to record the Client Fee treatment.</p> <p>This field is used to record whether the adviser fee is being charged in addition to the amount invested or deducted from the amount invested</p>
Clients > Holdings > Submission	<p>New fields added to record:</p> <ul style="list-style-type: none"> - Advice basis - Advice type category <p>The same fields appear on the remuneration screen and can be populated from either screen.</p>

3.4 Contract Enquiry

Path	Detail
Clients > Holdings	With the merger of Scottish Widows and Clerical Medical, the contract enquiry message has been updated to run from the Scottish Widows system. Contract enquiries can still be made from Scottish Widows and Clerical Medical holdings.
Clients > Holdings	<p>Fidelity updated their Contract enquiry messaging, which will require a change to the way the Fidelity ISA holdings are recorded in CCD.</p> <p>Currently, a new ISA holding is recorded for each tax year with the tax year suffixed to the Contract Number as Fidelity were returning valuations separately for each tax year.</p> <p>Moving forward, Fidelity will send the value of all the ISA contributions on one record. Therefore, all Fidelity ISA's will need to be amended to enable Contract Enquiry to work correctly.</p> <p>If a client has one ISA plan, the tax year should be removed from the end of the contract number and the Contract Enquiry will run as normal.</p> <p>Where multiple ISAs exist for each tax year, the tax year should be removed from one of the existing ISAs, which will allow the full valuation to be returned for all tax years on this ISA.</p> <p>The other ISA holdings or assets can be marked as archived so that they do not appear on a valuation report which would show as a duplication of assets. If the holdings are archived, the historic contribution/commission expectations would need to be re-entered on the remaining current holding.</p> <p>A full breakdown of the values for each tax year will be displayed in the printable browser view.</p>

3.5 EDI

Path	Detail
Updates > Remunerations	<p>The Origo standards are being updated to incorporate the RDR changes. The existing commission messages will be updated to support adviser and consultancy charging.</p> <p>Minor changes have been made to the automated commission process to ensure the relevant information is collected during the reconciliation process.</p>

3.6 Admin

Path	Detail
Admin > Remuneration > Amounts due	When viewing the Amounts due screen, new columns have been added to show the Net amount due, VAT amount where applicable and Gross amount due.
Admin > Remuneration > Amounts due	Where CCD invoicing functionality is enabled Client fees which have been included on an invoice will show on the Amounts due screen in red.
Admin > Remuneration > Receipts	<p>Within the Reconcile tab on a receipt, a column has been added to show Net, VAT and Due amounts.</p> <p>When reconciling, clicking on the black up arrow will reconcile the gross amount of the remuneration from the receipt amount. When viewing the Allocated tab, the net figure is displayed.</p> <p>Any changes to the amount received, will update the VAT amount due.</p> <p>All splits are calculated net of VAT.</p>
Admin > Reports > Remuneration	<p>The following existing reports have been amended to reflect client fee charges:</p> <ul style="list-style-type: none"> - Due but not paid schedule by Provider - Due but not paid schedule by Provider by Scheme - Schedule of amounts paid by Provider - Schedule of amounts paid by Provider by Scheme - Schedule of amounts paid by Business Source - Schedule of amounts paid by Service Manager - Age debt by Provider - Age debt schedule by Provider - Age debt schedule by Consultant - Schedule of client invoices raised within date range - Schedule of client fees issued - Schedule of client fees outstanding - Schedule of client fee invoices raised within date range - Schedule of fees currently due for payment - Schedule of commission and fees record - Schedule of current fee collections - Analysis of current fee collections - Schedule of current adviser fee collections - Analysis of current advise fee collection by fee type

3.7 Compliance

Path	Detail
Compliance > Adviser List (within an adviser record) > Contact	The IRN number entered within the Staff List will be displayed as read only on the Adviser compliance record.
Compliance > Adviser List (within an adviser record) > Contact	The Adviser Type field is displayed on the Adviser screen to record whether the Adviser is Independent or Restricted. This is read only from this area and should be entered within the Adviser record in the staff list.
Compliance > Adviser T&C > Development (within a development record) > CPD	<p>When recording CPD time, a field to record the CPD Type has been added with the options of:</p> <ul style="list-style-type: none"> - Structured - Unstructured <p>This detail is displayed in the CPD management reports.</p>
Compliance > Registers > Complaints	If a complaint has been sent in by a client concerning one of their holdings, the holding can be linked to the complaint once the client has been selected.
Compliance > Registers > Complaints	<p>When recording a complaint a new field has been added to confirm whether it has been reported to the FSA and when.</p> <p>This detail is used in the Complaints management report, Adviser Multiple Complaints within last 12 months.</p>
Compliance > Registers > Complaints > Remedial	<p>A date for any remedial action has been added which can be auto filled with the complaint closed date if applicable.</p> <p>A redress paid field has been added, to enable the value of any redress paid to be reported.</p>
Compliance > Reports > Management > Registers	<p>New reports have been added to the Complaints section to allow reporting for the following:</p> <ul style="list-style-type: none"> - Complaints Reporting by Retail Investment Adviser - Complaints upheld where Redress Exceeds £50,000* - Adviser Multiple Complaints within last 12 months* <p>*These reports can only be generated for a reporting period post 31/12/2012.</p>
Compliance > Reports > Regulatory	<p>New Regulatory reports to assist with the production of figures for the RMAR.</p> <p>These reports are:</p> <ul style="list-style-type: none"> - T&C Advice type analysis (G – Advice types) - Adviser charges revenue (K Adviser Charge Revenue) - Retail Investment revenue (L Adviser Charge Revenue)