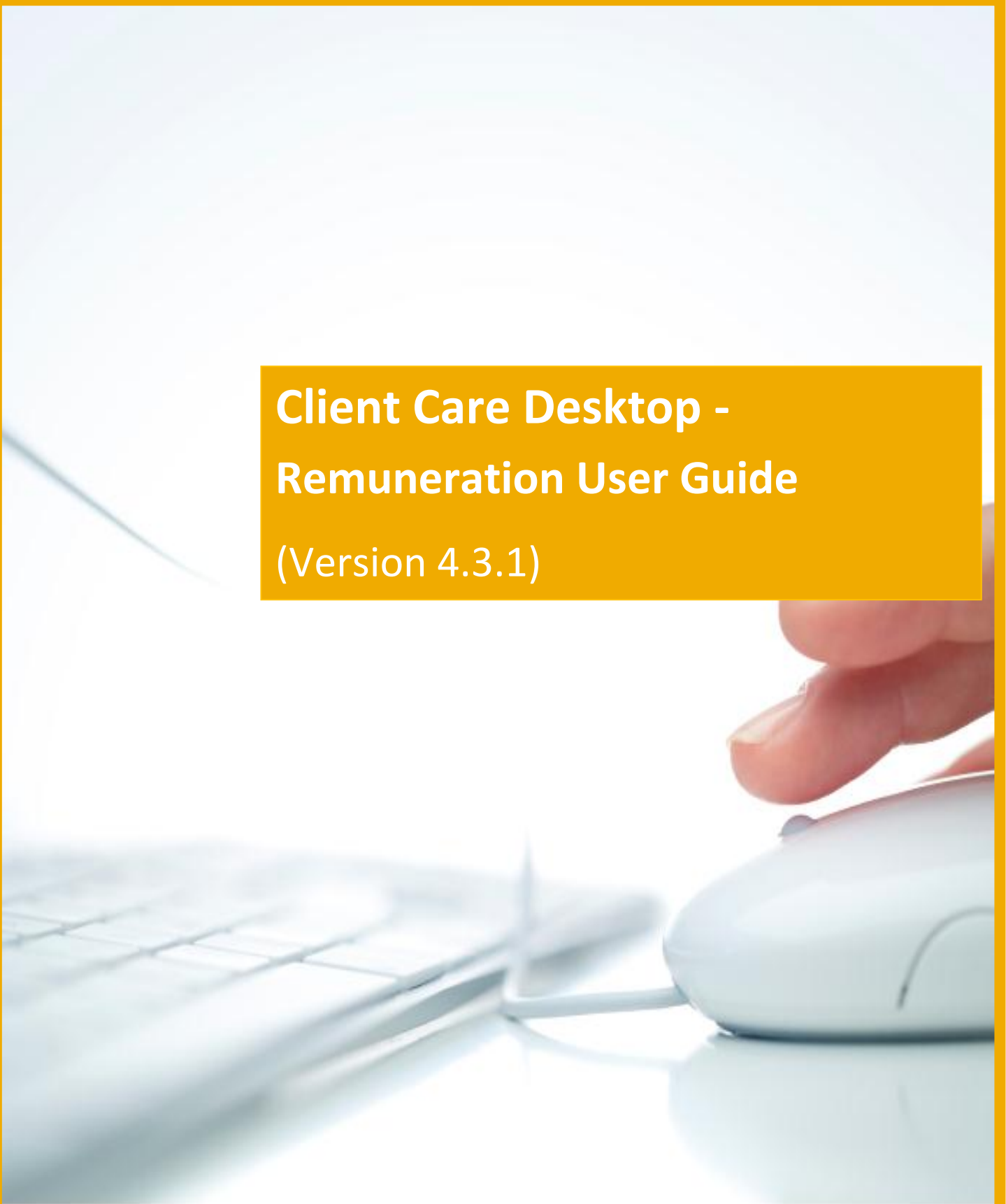


Client Care Desktop - Remuneration User Guide (Version 4.3.1)



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1 GLOBAL REMUNERATION SETTINGS

To set up the company wide 'remuneration defaults' and 'tolerances' for remuneration reconciliation you need to go to the **Setup** module from the main CCD screen.

Setup Setup > Technical configuration > Remunerations

Applications Passwords Remunerations

General EDI

Remuneration split basis 3 [More](#)

VAT rate Default VAT rate 20%

Default apply VAT on client fees ☒

Default apply VAT on holdings ☐

Remuneration tolerances

Apply tolerance settings during remuneration reconciliation ☒ [More](#)

Tolerance minimum / maximum value 10 12

Tolerance % 10%

Remuneration splits for introducers*

Pay Introducer splits on gross or net? Gross

Reconciliation

Display a warning when attempting to reconcile receipts with past dates Yes

Remuneration suppression

Date for reconciliation purposes Statement Date

Withhold remuneration payment to advisers where compliance incomplete Selected

Select if introducers are paid on the 'gross' or 'net' amount.

Tolerance levels for remuneration received can be set either by % or £. These can only be used when reconciling remuneration electronically using EDI.

Clicking on 'More' will give an explanation around the split basis selected.

Setup > Technical configuration > Remuneration > Remuneration split options

Back

Basis 1

Consultants 2, 3, 4 and 5 will receive a share of consultant 1 commission calculation

i.e. consultant 1 normal split = 60% this should be shared 30% going to consult 2
gross commission = £1000

Consultant 1 split = £1000 x 60% x 70% = £420
Consultant 2 split = £000 x 60% x 30% = £180

Total payaway = £600 (60% - consultant 1 normal split)

Basis 2

Consultants 2, 3, 4, and 5 will receive a share of 100% multiplied by their normal split

i.e. consultant 1 normal split = 60% and split with consultants = 40%
consultant 2 normal split = 60% and split with consultants = 30%
consultant 3 normal split = 50% and split with consultants = 30%
gross commission = £1000

Remuneration split basis selected 3

1.2 Remuneration Suppression

It is also possible for those companies who have the Compliance Module to suppress the remuneration (i.e. remove it from the amounts due queue) until the file check has been completed (more information in CCD Compliance User Guide), at which time the remuneration can be released for reconciliation.

Use this area to suppress the remuneration:

Remuneration suppression

Date for reconciliation purposes | Statement Date

Withhold remuneration payment to advisers where compliance incomplete | Selected



Once a file check has been completed, there is button to release the remuneration for reconciliation:

Adviser list > File checks > Files selected > Case summary > **Review results**

Case summary	File review	Review results	Tasks	Review forms																								
<table border="1"> <thead> <tr> <th></th> <th>Result</th> <th>Comments</th> </tr> </thead> <tbody> <tr> <td>Is the transaction suitable?</td> <td></td> <td></td> </tr> <tr> <td>Overall assessment</td> <td></td> <td></td> </tr> <tr> <td>Any remedial actions</td> <td colspan="2"></td> </tr> <tr> <td>Review conducted date</td> <td><input type="text"/></td> <td></td> </tr> <tr> <td>Review conducted by</td> <td><input type="text"/></td> <td></td> </tr> <tr> <td>Supervisor</td> <td><input type="text"/></td> <td></td> </tr> <tr> <td>Remuneration suppressed</td> <td><input checked="" type="checkbox"/></td> <td></td> </tr> </tbody> </table>						Result	Comments	Is the transaction suitable?			Overall assessment			Any remedial actions			Review conducted date	<input type="text"/>		Review conducted by	<input type="text"/>		Supervisor	<input type="text"/>		Remuneration suppressed	<input checked="" type="checkbox"/>	
	Result	Comments																										
Is the transaction suitable?																												
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Review conducted date	<input type="text"/>																											
Review conducted by	<input type="text"/>																											
Supervisor	<input type="text"/>																											
Remuneration suppressed	<input checked="" type="checkbox"/>																											
<div>File grade File grade</div>																												
<div>Issue/s outstanding <input type="text"/></div> <div>Issues complete <input type="text"/></div> <div>Issues complete date <input type="text"/></div>																												
<div> Marked for review Review commenced Review alert Review complete </div>																												

Whilst the remuneration is suppressed, there is a section within **Admin > Remunerations > Amounts due**, which lists all of the suppressed remuneration.

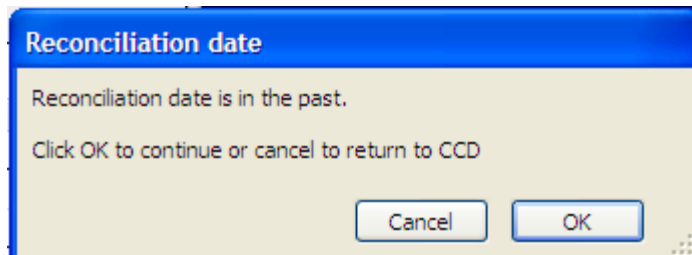
Administration > Remunerations > Amounts posted but not paid > **Suppressed**

1.3 Reconciling Remuneration

Before starting to reconcile remuneration, the system needs to be setup; to either allow reconciliation on past dates or use the current date at the time of the reconciliation process.

Setup > Technical configuration > **Remunerations**

If required, the system can display a warning when using dates in the past i.e. reconciling using the statement date, rather than the current date:



Simply select the appropriate answer and continue with the reconciling of that remuneration amount.

When choosing the **Date for reconciliation purposes** there are 3 choices:

- Statement date – the date used when recording the statement on CCD to reconcile it
- Received date – the date that you confirm that you have received the statement
- Current date – the date that the statement is actually dealt with

This will affect reporting, as if current date is used and a statement was received dated in November and was dealt with in December, it will show in the reports for December.

2 NETWORK DEDUCTIVES

The 'Network deductive' is added in the **Setup** module.

Setup > User information > Regulatory details

Setup | User info. | Admin. codes | Standard text | Staff list | Providers | Products | Prices | Forms | Technical | Tables

Your company | **Regulatory** | Company brand | System brand | Locations

Network / H.O. | Regulatory text | Money laundering

Network member / head office: Capita Financial Software
 Company name: CAP 1
 Address:
 Town:
 County:
 Postcode:
 Firm reference number: 12345
 Regulator (blank defaults to FCA):
Network deductive: 5.00%
 Fees for new business submission:
 Advice Type: Independent
 Directly regulated: ☐

Quit

'Network deductive' is added as a %. This will then populate each remuneration expectation added.

3 ADVISER PAY AWAY DEFAULTS

Once the company's global 'remuneration defaults' have been set, each individual adviser's 'remuneration splits' will now need to be entered. Firstly set the default % 'remuneration split'.

Setup > **Staff list** > **Staff member**

Staff member | Location | Passwords | Security

Staff member | Settings | Image | Financial | Control Functions

Staff Reference: CMD | IRN: GHT3894 | [Reset Password](#)

Title, Surname: Mr | McDonough | [More](#)

Forename: Clive Andrew

Category: Consultant

Adviser Type: Independent | Staff member left: ☐

Admin Hourly Charge: 100.00 | Service Manager: Thomas, Greg | [More](#)

Advice Hourly Charge: 150.00

Hourly Cost: 70.00

Remuneration Split: 50.00%

Team: Consultant

This person is an **Adviser** ☒ ☐ Adviser has left

This person is a **Supervisor** ☐

This person is a **Paraplanner** ☐

This default split will be used if a type of remuneration has not had a split added, therefore we would always recommend adding one. Once the default split has been set, it is possible to add other % splits, depending on the type of remuneration being paid.

Setup > **Staff list** > **Staff member** > **Financial**

Staff member | Location | Passwords | Security

Staff member | Settings | Image | **Financial** | Control Functions

Agencies | **Remuneration splits** | Fees

Default remuneration split: 50.00%

Specific commission splits	Split %
Indemnity	
Non_indemnity	
SP	
RSP	
Level	
Level - indem.	
Fund based	
Fee	
Procuracion fee	
Renewal	

[Add new remuneration type:](#)

In the 'Financial' tab on the adviser record different % splits can be added for each type of remuneration paid. To add a new % split select the type of 'remuneration' from the drop down and click into this link:

 Add new remuneration type:

This will then add the item to the list and a % split can then be input:


Agencies


Remuneration splits

Fees

Default remuneration split

50.00%

Specific commission splits	Split %
Level	65.00% 

 Add new remuneration type:

Level

To add further remuneration splits repeat this process. When adding a piece of remuneration to a policy the % split specified for that type of remuneration will be applied. If no % has been specified for a type of remuneration then the adviser 'default remuneration split' will be applied.

4 INTRODUCER PAY AWAY DEFAULTS

Like for advisers you can also set up default specific % payaways for introducers. This is done in the **Contacts** module where a contact has been marked as an 'introducer'.

Contacts ▾ **Contacts > Contact**

Contact ▾ **Notes** **Scanned docs.**

Activity
Data upload

Title / Initial / Surname Mr. J Smith

Forename/s John

Company name Smith & Co

Group **Go**

Address

Town

County

Post code

Email address simon@quaysoftware.co.uk **Send mail**

Website address www.smith&co.uk.com **Go**

Telephone No. Fax No.

Mobile telephone

Contact type Banker **Multiple types**

Default Adviser Pig McPiggy

This contact is an introducer of business ☒

Add Smith & Co to your favourites list ☐

Each type of remuneration can have an individual split set for it.

When clicking onto **Activity > Remuneration > Setup > Advanced** further splits can be added for the introducer as for the Adviser:

Amounts paid **Set-up**

Defaults **Advanced**

Advanced remuneration splits	Split %
Renewal	0.00% <input checked="" type="checkbox"/>
Fund based renewal	0.00% <input checked="" type="checkbox"/>
Indemnity	25.00% <input checked="" type="checkbox"/>

Add new remuneration type:

5 RECORDING FEE CHARGES

It is possible to record different fees for Advisers for advice and administration work.

Setup ▾ Setup > Staff list > Staff member

Staff member	Location	Passwords	Security										
<table border="1"> <thead> <tr> <th>Staff member</th> <th>Settings</th> <th>Image</th> <th>Financial</th> <th>Control Functions</th> </tr> </thead> <tbody> <tr> <td> Staff Reference CMD IRN GHT3894 Title, Surname Mr McDonough More Forename Clive Andrew Category Consultant Adviser Type Independent </td> <td> Reset Password Staff member left <input type="checkbox"/> </td> <td colspan="2"> Admin Hourly Charge 100.00 Advice Hourly Charge 150.00 Hourly Cost 70.00 Remuneration Split 50.00% Team Consultant </td> <td> Service Manager Thomas, Greg More This person is an Adviser <input checked="" type="checkbox"/> Adviser has left <input type="checkbox"/> This person is a Supervisor <input type="checkbox"/> This person is a Paraplanner <input type="checkbox"/> </td> </tr> </tbody> </table>				Staff member	Settings	Image	Financial	Control Functions	Staff Reference CMD IRN GHT3894 Title, Surname Mr McDonough More Forename Clive Andrew Category Consultant Adviser Type Independent	Reset Password Staff member left <input type="checkbox"/>	Admin Hourly Charge 100.00 Advice Hourly Charge 150.00 Hourly Cost 70.00 Remuneration Split 50.00% Team Consultant		Service Manager Thomas, Greg More This person is an Adviser <input checked="" type="checkbox"/> Adviser has left <input type="checkbox"/> This person is a Supervisor <input type="checkbox"/> This person is a Paraplanner <input type="checkbox"/>
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This can then be used when using Work and Tasks for Projects within CCD or for being able to build up an accurate picture of time spent and costs involved for a work completed for a client.

6 CREATING REMUNERATION EXPECTATIONS

Remuneration expectations are added into the client's individual holdings. The holding can either be a holding that has been converted from an enquiry, or added without an enquiry. Both 'initial' and 'renewal' remuneration can be added to a holding.

Select the type of remuneration for the 'Initial' and 'Renewal' as required and complete 'Advice basis' and 'Advice type category'.


The first step is to check the 'Default splits' tab to ensure all % splits that are due have been applied to the remuneration for the 'Adviser', 'Introducer' and 'Network'.

Up to 5 advisers can share the remuneration. Additional advisers can be added at this stage, together with their split.

These boxes are auto-completed for the RMAR reports for the majority of holding types. It is worth checking for those holdings for which this information has not been completed.

Once the 'defaults' for this piece of business have been set the 'initial' and 'renewal' remunerations can be added as required.

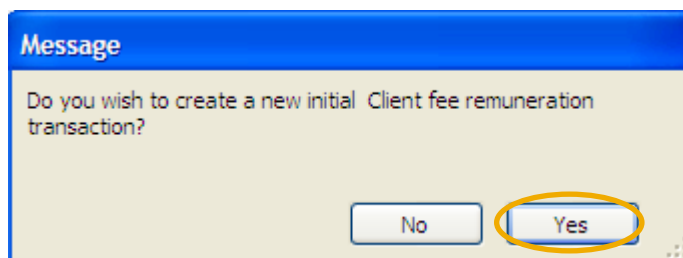
'Initial' single pieces of remuneration or 'clawbacks' are added by using the

 while 'renewal' and 'regular' remunerations are set up and then "posted" across to the **Admin** module as they become due. This process will be covered later in this guide.

6.1 Adding an Initial Piece of Remuneration

To add a new piece of one off remuneration to a holding, click on the

 and complete the following:

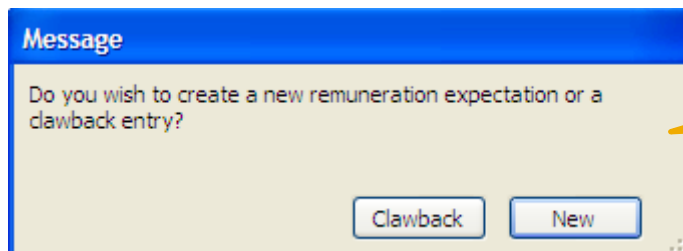


Message

Do you wish to create a new initial Client fee remuneration transaction?

No Yes

NB: The wording will change based on the remuneration basis chosen.



Message

Do you wish to create a new remuneration expectation or a clawback entry?

Clawback New

Select either 'Clawback' or 'New' (remuneration).

John Smith > 1st Policy Company Limited > Business Expansion Scheme

Clients > Holdings > Remuneration > Transaction

Transaction	Splits	Notes
<p>Contract status: In force</p> <p>Date posted: 29/05/13 Transaction: Initial - Ongoing fee</p> <p>Product Provider: 1st Policy Company Limited</p> <p>Remuneration administrator*: </p> <p>Contract type: Business Expansion Scheme</p> <p>Contract holder: Smith, J No. _____</p> <p>Location: Bishops Stortford</p>		
<p>Apply VAT <input checked="" type="checkbox"/></p> <p>VAT Rate: 20%</p> <p>VAT: £159.00</p>	<p>Remuneration basis: Fee</p> <p>One-Off? <input type="checkbox"/></p> <p>Amount due: 795.00 Q</p> <p>Fee treatment: Deduction</p> <p>Due date: 07/06/13 </p> <p>Earnings period: 25 months</p> <p>Amount posted: 795.00</p> <p>Suspense: 795.00</p> <p>Estimated payment date: 07/06/13</p> <p><small>* If a provider has been selected on a Fund Supermarket, Discretionary Fund Manager or Mortgage Packager, please click on the ? icon to view details.</small></p>	<p>Posted</p> <p>Amount paid: _____</p> <p>Date Paid: _____</p> <p>Transferred: _____</p> <p>Write off: _____</p> <p>Cheque: _____</p> <p>Statement date: _____</p> <p>Date processed: _____</p> <p>Paid</p>

Quit

Created by MSHG. Modified by MSHG on 29/05/2013

Complete the **Amount due** field and then using the 'Apply VAT' box confirm whether VAT is payable. In this example of a fee, the 'Apply VAT' has been ticked and after recording the amount of the fee (£795), CCD has calculated the VAT amount (£159).

As this is a fee payment, the field **Fee Treatment** needs to be filled out from the drop down list.

Once the amount has been added a red **Q** is added to the screen. This shows that this amount has been moved into the **Admin** module remunerations section and into the 'Amounts due' waiting to be paid list.

If 'Clawback' is selected from the previous page a 'minus' will appear in the field. Simply add the amount that is being clawed back.

Return to the holdings main remuneration page and this amount will now show as due waiting to be paid. The 'Amount paid' and 'Paid date' will auto complete as the amount is reconciled in the **Admin** module- 'Remunerations'.

Clients > Holdings > Remuneration > Detail

Calculate Lautro scale remuneration + Add initial remuneration item

Transaction	Due date	Expected date	Amount due	Amount paid	Paid date
Initial - Regular Fee	01/11/12	01/11/12	333.33		
Initial - Regular Fee	01/12/12	01/12/12	333.33		
Initial - Regular Fee	01/01/13	01/01/13	333.33		
Initial-Regular Fee	01/04/13	01/04/13	333.33		
Initial-Regular Fee	01/05/13	01/05/13	333.33		
Initial - Ongoing fee	07/06/13	07/06/13	795.00		

Initial remuneration basis: Ongoing fee Earnings period: 12 months

Total remuneration paid: 2,461.65 Clawback liability: 0.00

Total remuneration items due: Actual clawback due: 0.00

Ongoing remuneration basis: Calculation date: 29/05/2013

Flat rate or percentage of fund? ☐ Flat ☐ Percent

Advice basis: Full compliance Update postings

Advice type category: Restricted

Warning, you have allocated in excess of 100% of the commission

Transactions Default splits Regular initial Renewal Nothing archived

Quit

6.2 Adding a Renewal/Regular Remuneration

To add a regular or renewal remuneration select the correct remuneration basis from the drop down box. You can also confirm whether this is 'flat' amount or a percentage:

Alice Nubington > 1st Policy Company Limited > Income Protection >

Clients > Holdings > Remuneration > Detail

Calculate Lautro scale remuneration + Add initial remuneration item

Transaction	Due date	Expected date	Amount due	Amount paid	Paid date

Initial remuneration basis: Fee Earnings period: 8 months

Total remuneration paid: Clawback liability: 0.00

Total remuneration items due: Actual clawback due: 0.00

Ongoing remuneration basis: Ongoing Adviser Charge Calculation date: 29/05/2013

Flat rate or percentage of fund? ☒ Flat ☐ Percent

Advice basis: Execution only Update postings

Advice type category: Update postings

Transactions Default splits Regular initial Renewal Nothing archived

Quit

Once the correct remuneration basis has been selected, click into the required tab at the bottom of the screen. If 'Ongoing Adviser Charge' has been selected, use the tab 'Renewal' from the bottom of the screen. This would be what you would see if 'flat' amount is chosen:

Clients > Holdings > Remuneration > Initial amounts

Renewal remuneration | Renewal splits

Remuneration basis: **Ongoing Adviser Charge**
 ▶ Use calculated values

Apply VAT: ☐ VAT Rate:
 Net renewal remuneration due: 6.08
 VAT / Gross amount: /
 Frequency: M
 Commencement date: 09/05/2010
 End date: 25/08/2009 ?

Renewal transfer flag
 Last posted date:
 Current month: 5 / 2013
 Next due to be posted:
 Current value due: 0.00

Regular initial | **Renewal** | Nothing archived

Quit

Complete the fields on this section as appropriate and if this piece of remuneration is to be reconciled, select **Yes** to 'Renewal transfer flag'. If it is for information only, select **No**.

To set the information in the 'Remuneration amount' and 'Commencement date' fields, use ▶ Use calculated values if the information in blue is correct.

If the information is not correct, add the information into the fields manually.

Remuneration basis		Renewal
		▶ Use calculated values
Apply VAT <input checked="" type="checkbox"/>	Net renewal remuneration due	5.00 5.00
VAT Rate 20%	VAT / Gross amount	1.00 / 6.00
	Frequency	M M
	Commencement date	14/01/2015 14/01/2015
	End date	15/11/2034 15/11/2034
Renewal transfer flag		Yes

When the 'Renewal transfer flag' is set to 'YES' and the next due to posted date and the 'Current month' date are the same, 'TRANSFER' will appear in the 'Ready to be posted' box. This entry is now ready to be pulled over to the admin remuneration amount due waiting to be paid list. How to do this is covered later in this guide.

For Fund based renewal the screen will look like this:

Remuneration basis	Fund Based Renewal	
	▶ Use calculated values	
Frequency	M	
% of fund / period	0.000416	
Current fund (£)	130,387	
Remuneration amount	5.00	54.24
Commencement date	14/1/2015	14/12/2012
Renewal transfer flag	Yes	
Current month	12 / 2012	
Next due to be posted	01 / 2015	
Current value due	0.00	

NB: The % of fund/period will need to be the percentage divided by the frequency. In the case shown, 0.05% is the amount divided by 12 (as monthly paid). The actual percentage is added as 0.000416. When you click away from this the percentage changes to 0.04% which is the right figure.

7 REMUNERATION RECONCILING PROCESS

Once the remuneration expectations have been setup within the clients holding the reconciliation process can begin in the **Admin** module.

There are 2 main areas that you can view outstanding remuneration entries.

- From the **Admin** module – ‘Remunerations’ – ‘Amounts due’ where an on screen view is available.
- From the **Admin** module – ‘Reports’ section – ‘Remuneration’, where you can print reports on outstanding remunerations (items appearing in the amounts due list).

Admin.	Administration > Remunerations > Amounts posted but not paid						
Remuneration	All posted	Filter due	Suppressed				
Receipts							
Settlements							
Amounts due							
Postings							
Reports							
Marketing							
	Contract holder	Provider	Contract type				
	Plato, J		Group Wrap Personal				
	Plato, J		Group Wrap Personal				
	Schmacher, M		Group Wrap Personal	19/11/12	1,000.00	200.00	1,200.00 ▶
	Schmacher, M		Group Wrap Personal	19/11/12	1,000.00	200.00	1,200.00 ▶
	DiRiesta, Paul	Client Fee	Financial Planning	19/11/12	570.00		570.00 ▶
	DiRiesta, Paul	Client Fee		19/11/12	453.33		453.33 ▶
	Smith, John	Client Fee	Corporate - Clinics	23/11/12	100.00		100.00 ▶
	doe, Jane	Client Fee	Financial Planning	28/11/12	395.00	79.00	474.00 ▶
	doe, J	St James Place	Unit Linked Bond	28/11/12	4,000.00	800.00	4,800.00 ▶
	Smith, M	Aviva Life & Pensions Uk	Final Salary Scheme		1,472.48		1,472.48 ▶
	Brown, M	Aviva Life & Pensions Uk	Final Salary Scheme		1,472.48		1,472.48 ▶
	Allingham, N	Skandia Investment	Personal Pension	04/12/12	795.00	159.00	954.00 ▶
	*Entries marked in red have been invoiced but not paid.						
	Print statement of amounts posted but not yet paid						

Lists all amounts posted (commission and fees) due waiting to be paid. The oldest is at the top of the list.

Admin. Administration > Reports > **Remunerations**

Company	Adviser	Introducer	Region	Location	Statements
---------	---------	------------	--------	----------	------------

Remuneration

Reports ▼

Diary
Enquiries
New business
Remunerations
Reviews
Time recorded
Compliance

Marketing

Remunerations	Fees	Fund based	Aged debt reports
---------------	------	------------	-------------------

Schedules Analysis

- Due not paid schedule by Provider
- Due 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
- Schedule of clawbacks recorded within date range

Report from 01/01/2000 Provider Data source Commrec
Report to 04/12/2012 Service manager Business source
Adviser Location

Reports are available under the 'Company', 'Adviser', 'Introducer', 'Region' and 'Location' tabs.

Administration > Reports > Remunerations > **Aged debt reports**

Company	Adviser	Introducer	Region	Location	Statements
---------	---------	------------	--------	----------	------------

Remunerations	Fees	Fund based	Aged debt reports
---------------	------	------------	--------------------------

- Aged debt by provider
- Aged debt schedule by provider
- Aged debt schedule by consultant

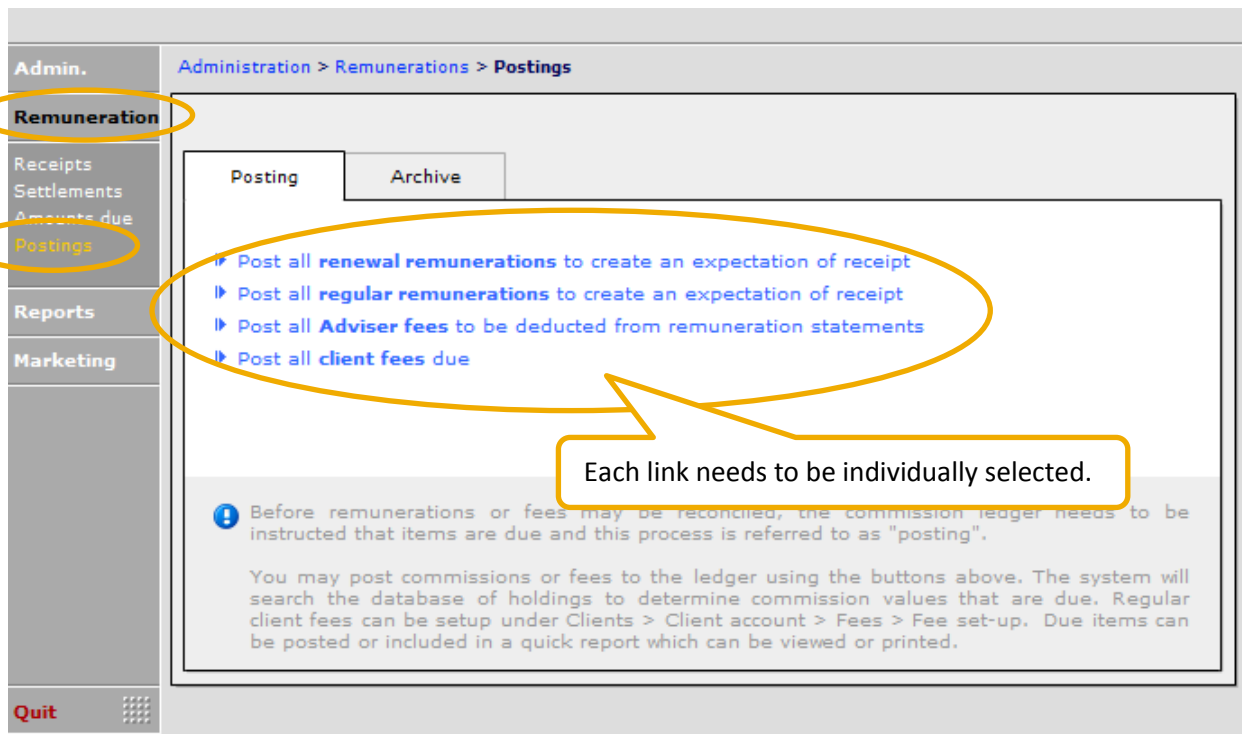
A selection of 'Aged debt reports' are available based on the amounts due waiting to be paid list.

Report from 01/01/2000 Contract type Data source Commrec
Report to 04/12/2012 Provider Year 2001

7.1 Posting Expected Remuneration

Pulling any renewal or regular remunerations that are due over to the amounts due list is referred to as "posting" in CCD. Any renewal remuneration that is ready to be posted as seen in the 'Creating remuneration expectations' will need to be posted. This needs to be done at least once a month, but preferably 2 or 3 times a month, you will need to go into the **Admin** module – 'Remuneration' – 'Postings' section and pull across all ready to be posted items.

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7.2 Processing an Amount Received

When you receive a payment from the provider for remuneration you need to enter it as a 'Receipt' on CCD. You will not be able to reconcile remuneration if a 'Receipt' has not been added.

'Receipts' should be entered in full as detailed reconciliation is made against each 'Receipt', this could be one single remuneration expectation, several expectations or a combination of remuneration expectations and claw backs. To give good reporting and a true reconciliation to your bank account, receipts should be added on the date the money was credited to your bank account, not the day you are performing the reconciliation.

Admin. Administration > Remunerations > Receipts

Remuneration All pending Filter pending

Receipts Settlements Amounts due Postings

Reports Marketing

+ Add receipt

Recd.	Receipt from	Status	Cleared	Amount
06/12/12	Skandia	Part reconciled	Yes	2,347.09

Lists all 'un-reconciled' or 'part-reconciled' receipts.

Reports to reconcile receipts received with the bank statement.

[Schedule of receipts to reconcile against your bank statement](#)
[Schedule of fee receipts to reconcile against your bank statement](#)
[Schedule of receipts received in error](#)

Report from 01/01/2000
Report to 04/12/2012

To add a new 'Receipt' click into the [+ Add receipt](#) to add the full details of the 'Receipt'.

Skandia Receipt: £2,347.09 Allocated: £100.00 Balance: £2,247.09

Admin. Administration > Commissions > Receipts > Receipt

Commissions Receipt Reconcile Allocated

Receipts

Ensure the 'Date received' matches the date the payment was received in your bank account - this is the date that the remuneration will show as paid. If your company has more than one bank account that 'Receipts' are paid into, details of which account can be entered for identification purposes.

Receipt ref N35662
 Statement date 04/12/2012
 Receipt / Cheque No
 Received amount 2,347.09
 Statement amount 2,347.09 *
 Date received 06/12/2012
 Provider code Skandia
[Set this receipt as a Fee](#)
 Direct credit Yes
 Cleared Yes Cleared date 08/12/2012
 Sort code -
 Paid into Account number
 Account name
 Cheque received in error ☐

If the payment is for a client fee, click here instead of entering a 'Provider'.

Dates must be added in the format DD/MM/YYYY.

Once you have entered the 'Receipt' details, select the reconcile tab.

Administration > Remunerations > Receipts > Receipt > Reconcile

Receipt Reconcile Allocated

Expected Additional

+ Add record


Contract holder	Contract type	Contract No.	Due on	Net	VAT	Due
Apple, A	Stocks and Shares ISA RSP	525235	01/12/08	3.00	0.00	3.00
Bloggs, J	Stocks and Shares ISA Level	9797979	01/12/08	3.00	0.00	3.00
Smith, J	ICVC RSP		02/12/08	1.65	0.00	1.65
Bloggs, J	Stocks and Shares ISA RSP		20/12/08	1.50	0.00	1.50
Bloggs, S	Unit Linked Bond Level	1234567	02/12/08	4.00	0.00	4.00
Apple, A	Stocks and Shares ISA RSP	525235	01/01/09	3.00	0.00	3.00

This will bring forward all the amounts in the 'Amounts due' section waiting to be paid for the provider selected on the 'Receipt'.

You can now select each of the amounts included on this payment from the list.

There are four ways to reconcile an amount:

- 1) **Amount due = amount received**
if the expected amount matches exactly with the amount received from the provider all you need to do is select the on the right hand side of the screen next to the amount expected.
- 2) **Use amount received to update amount due**
if the expected amount is different to the amount received from the provider but you are happy to accept the difference, then enter the amount being paid in the white box immediately below the expected amount and select the on the right hand side of the screen next to the amount expected.
- 3) **For more options**
If the amount received is different to the expected amount and you are not happy to write off the difference then this option should be selected. You are then able to pay the amount that has been sent and set up a suspense amount for the difference to allow for further investigations to be made or to

wait for a further payment from the provider. Click into the  this will then present you with a detail screen.

Admin. Administration > Remunerations > Receipts > Receipt > Reconcile > Commission / fee

Remuneration Receipt Reconcile Allocated

This is a sub-asset of @SIPP Self Invested Personal Pension for Simpson, B * If a provider has been selected on a Fund Supermarket, Discretionary Fund Manager or

Commission / fee	Splits	Notes
<div> <div> <div>View VAT</div> <div> <div>Client</div> <div>Simpson, Bart</div> </div> <div> <div>Provider</div> <div>Skandia</div> </div> <div> <div>Remuneration administrator*</div> <div></div> </div> <div> <div>Remuneration basis</div> <div>Non_indemnity</div> </div> <div> <div>Contract holder</div> <div>Simpson, B</div> </div> <div> <div>Earned in relation to</div> <div>Investment</div> </div> <div> <div>Transaction</div> <div>Initial - regular</div> </div> </div> <div> <div> <div>Amount due</div> <div>123.00</div> </div> <div> <div>VAT Rate</div> <div></div> </div> <div> <div>VAT</div> <div>0.00</div> </div> <div> <div>Amount posted</div> <div>123.00</div> </div> <div> <div>Suspense</div> <div>73.00</div> </div> <div> <div>Due date</div> <div>05/07/09</div> </div> </div> <div> <div> <div>Estimated payment date</div> <div>05/07/09</div> </div> <div> <div>Date receipt processed</div> <div>10/03/2010</div> </div> </div> <div> <div> <div>Amount paid</div> <div>50.00</div> </div> <div> <div>Date Paid</div> <div></div> </div> <div> <div>Transferred</div> <div></div> </div> <div> <div>Write off</div> <div></div> </div> <div> <div>Cheque</div> <div></div> </div> <div> <div>Statement date</div> <div></div> </div> </div> </div>		

Click here to 'Create a suspense entry' that will then appear in the 'Amounts due' list.

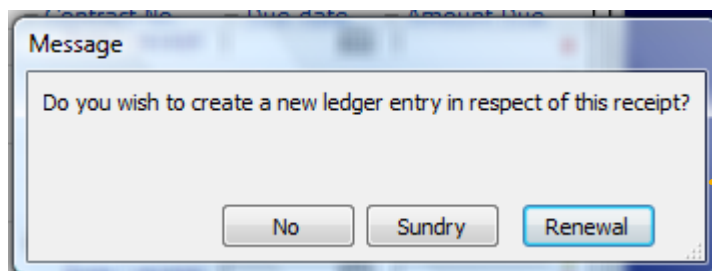
Smith, J	ICVC	1234567	02/09/12	5.55	0.00	5.55	
	Renewal		Date / receipt				
Smith, J	ICVC	1234567	02/11/12	5.55	0.00	5.55	
	Renewal		Date / receipt				
Simpson, B	Unit Linked Bond	SIB009350943	05/07/09	73.00	0.00	73.00	
	Non_indemnity		Date / receipt				

Key: Amount due = amount received For more options Use amount received to update amount due

Process this receipt

4)

This option is used where there is no expectation showing in the 'Amounts due' but not paid list. This is usually where small amounts of renewal remuneration are not being individually reconciled but are being recorded as a bulk amount, or where a claw back is being claimed, but no claw back expectation has been set up.



Select either 'Renewal' (bulk renewal remunerations) or 'Sundry'.

Administration > Remunerations > Receipts > Receipt > **Reconcile**

Receipt Reconcile Allocated

Expected Additional

⋮ + Add record

Contract holder	Contract type	Contract No.	Due on	Net	VAT	Due
Nubbington, A & Smith, J	Private Medical Regular Fee	837633636	01/09/09 Date / receipt		0.00	0.00
Smith, J	ICVC Renewal	1234567	02/08/12 Date / receipt	5.55	0.00	5.55
Smith, J	ICVC Renewal	1234567	02/09/12 Date / receipt	5.55	0.00	5.55
Smith, J	ICVC Renewal	1234567	02/11/12 Date / receipt	5.55	0.00	5.55
Simpson, B	Unit Linked Bond Non_indemnity	SIB009350943	05/07/09 Date / receipt	73.00	0.00	73.00
Various	Renewal	Various	05/12/12 Date / receipt		0.00	0.00

Key: ↓ Amount due = amount received ▸ For more options ↑ Use amount received to update amount due

▸ Process this receipt

This will create a blank 'Various' expectation. The arrow can then be used to enter all the relevant information.

CAPITA
FINANCIAL SOFTWARE

Administration

Skandia Receipt: 2,347.09 Allocated: £150.00 **Balance: £2,197.09**

Administration > Remunerations > Receipts > Receipt > Reconcile

Receipt Reconcile Allocated

Expected

As you work through the 'Receipt' you will see the above figures changing. The 1st is the total amount entered on the 'Receipt'. The 2nd figure is the amount allocated so far, the 3rd figure is the amount still waiting to be allocated.

Contract No.	Due on	Net	VAT	Due
7633636	01/09/09		0.00	0.00
Date / receipt				
34567	02/08/12	5.55	0.00	5.55
Date / receipt				

+ Add record

Once all the items listed on the provider statement have been reconciled the top line will show:

Skandia Receipt: 2,347.09 Allocated: £2,347.09 **Balance: £0.00**

Administration > Remunerations > Receipts > Receipt > Reconcile

Receipt Reconcile Allocated

Expected Additional

Once the 'Balance' is showing as 0.00 the 'Process this receipt' button will become live (up to this point it has been greyed out).

Click onto this link to move the 'Receipt' from the 'Receipt list' and into the 'Settlements' for the month. A 'Receipt' will always show in the settlements for the month that this link was clicked on, the paid date for each individual remuneration (and for adviser remuneration statements) will be the date entered onto the receipt.

Contract No.	Due on	Net	VAT	Due
636	01/09/09		0.00	0.00
Date / receipt				
636	01/09/09		0.00	0.00
Date / receipt				
7	02/08/12	5.55	0.00	5.55
Date / receipt				
	02/09/12	5.55	0.00	5.55
Date / receipt				
	02/11/12	5.55	0.00	5.55
Date / receipt				
8009350943		73.00	0.00	73.00
Date / receipt				

+ Add record

Non_indemnity

Key: ↓ Amount due = amount received For more options ↑ Use amount received to update amount due

Process this receipt

7.3 Settlements

The **Settlements** section is viewed a month at a time and will show 'Receipts' that were reconciled during that month, this might not be the same date applied to each individual item of remuneration within the 'Receipt'.

Amounts reconciled in December 2012 total £2,347.09				
Admin.	Administration > Remunerations > Settlements			
Remuneration	Month <input type="text" value="December"/> Year <input type="text" value="2012"/>			
Receipts	Received from			
Settlements	Date recd. Reconciled Statement amt			
Amounts due	Skandia 06/12/12 05/12/2012 2,347.09			
Postings				
Reports				
Marketing				

8 REMUNERATION REPORTS

All 'Remuneration reports' can be found in the **Admin** module – 'Reports' – 'Remunerations'.

'Reports' are split into 'Company', 'Adviser', 'Introducer', 'Region', 'Branch' and 'Statement' and then each tab will be split down to 'amounts due' and 'amounts paid'.

Administration > Reports > Remunerations																																			
Company	Adviser	Introducer	Region	Location	Statements																														
<table border="1"> <tr> <td>Remunerations</td> <td>Fees</td> <td>Fund based</td> <td>Aged debt reports</td> </tr> <tr> <td colspan="4"> <table border="1"> <tr> <td>Schedules</td> <td>Analysis</td> </tr> <tr> <td colspan="2"> <ul style="list-style-type: none"> Due not paid schedule by Provider Due 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 Schedule of clawbacks recorded within date range </td> </tr> <tr> <td>Report from</td> <td>01/01/2000</td> <td>Provider</td> <td></td> <td>Data source</td> <td>Commrec</td> </tr> <tr> <td>Report to</td> <td>04/12/2012</td> <td>Service manager</td> <td></td> <td>Business source</td> <td></td> </tr> <tr> <td></td> <td></td> <td>Adviser</td> <td></td> <td>Location</td> <td></td> </tr> </table> </td> </tr> </table>						Remunerations	Fees	Fund based	Aged debt reports	<table border="1"> <tr> <td>Schedules</td> <td>Analysis</td> </tr> <tr> <td colspan="2"> <ul style="list-style-type: none"> Due not paid schedule by Provider Due 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 Schedule of clawbacks recorded within date range </td> </tr> <tr> <td>Report from</td> <td>01/01/2000</td> <td>Provider</td> <td></td> <td>Data source</td> <td>Commrec</td> </tr> <tr> <td>Report to</td> <td>04/12/2012</td> <td>Service manager</td> <td></td> <td>Business source</td> <td></td> </tr> <tr> <td></td> <td></td> <td>Adviser</td> <td></td> <td>Location</td> <td></td> </tr> </table>				Schedules	Analysis	<ul style="list-style-type: none"> Due not paid schedule by Provider Due 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 Schedule of clawbacks recorded within date range 		Report from	01/01/2000	Provider		Data source	Commrec	Report to	04/12/2012	Service manager		Business source				Adviser		Location	
Remunerations	Fees	Fund based	Aged debt reports																																
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Report from	01/01/2000	Provider		Data source	Commrec																														
Report to	04/12/2012	Service manager		Business source																															
		Adviser		Location																															

Enter required information in the white boxes at the bottom here to ensure that the report you require is for the correct date range. The report shown below is the 'Schedule of amounts paid by Provider' for a date range of 01/12/2012 to 05/12/2012:

Contract holder	Contract type	Contract / Policy number	Transaction	Fee Type	Consultant	Due Date	Amount due	Date paid	Amount paid
Skandia									
Apple, A	Stocks and Shares ISA	525235	Initial - Regular			01/12/07	100.00	04/12/12	100.00
Smith, J	ICVC	1234567	Renewal			02/10/11	5.55	04/12/12	5.55
Smith, J	ICVC	1234567	Renewal			02/06/12	5.55	04/12/12	5.55
Various		Various	Renewal	Fixed fee		05/12/12		04/12/12	2,000.00
Total of 4 items for Skandia							£ 111.10		£ 2,111.10
Grand total of 4 items							£ 111.10		£ 2,111.10

9 FEES

9.1 Client Fees

Client fees are created within Clients > Account > Fees.

[illegible]

There are a number of options:

- A one off fee with an invoice
- Regular fees
- An Invoice which may contain a number of fees
- An invoice which may contain a number of fees which are being offset by paid remuneration.

Before setting up fees, there may be some work to be done within the **Setup** module.

9.1.1 Setting up

If your company is becoming VAT registered, these details need to be recorded in the **Setup** module, within **User Info**:

Setup > User information > **Financial**

Your company | Regulatory | Company brand | System brand | Locations

Contact | Banking | **Financial** | Charging Structure | T&C Advice types

VAT details

VAT No. 502229195 Use CCD for invoicing ☒ Yes

VAT rate 20% [History](#)

Default apply VAT on client fees ☒

Default apply VAT on holdings ☐

Invoice Number

Prefix Capita

Suffix Fareham1

Invoice number start 000000000001 [Set as next invoice number](#)

[Apply this VAT rate to all branches](#)
[Apply this VAT rate to all client fees due](#)
[Apply this VAT rate to all adviser fees due](#)

Record VAT No and the rate here. You can select whether this should be defaulted on all client fees raised.

You can instruct CCD to add invoice numbers onto client invoices that you raise.

Contact | Banking | **Financial** | Charging Structure | T&C Advice types

VAT details

VAT No. 502229195 Use CCD for invoicing ☒ Yes

VAT rate 20% [History](#)

Default apply VAT on client fees ☒

Default apply VAT on holdings ☐

Invoice Number

Prefix Capita

Suffix Fareham1

Invoice number start 000000000001 [Set as next invoice number](#)

[Apply this VAT rate to all branches](#)
[Apply this VAT rate to all client fees due](#)
[Apply this VAT rate to all adviser fees due](#)

If you don't currently use an invoice number system, then simply enter the number that you can see here into CCD. There is an option to have a Prefix and Suffix to the invoice number.

If as a company you already use an invoice numbering system, simply add the next number into the Invoice number start and CCD will use that one on the first invoice you produce.

If as a company you have branches set up on CCD, click on the 'Apply this VAT rate to all branches',

On an invoice there will be two options for how your client can pay their fee:

1) Via cheque

2) Via direct credit into your account

If you want to give your clients the ability to pay by direct credit you will need to record your bank details within the 'Banking' tab:

Setup > User information > **Banking details**

Your company	Regulatory	Company brand	System brand	Locations
--------------	------------	---------------	--------------	-----------

Contact	Banking	Financial	Charging Structure	T&C Advice types
---------	----------------	-----------	--------------------	------------------

Standing order mandates

Bank	Royal Bank of Scotland
Bank branch	Threadneedle Street London
Account number	2 2 4 6 6 9 9 5
Account name	Capita Financial Software
Sort code	15 - 10 - 00
Standing order collection day	25th day of each month

9.1.2 An One Off Fee with an Invoice

To produce a one off fee with an invoice, click onto the 'Create new client fee' and click **Yes** to the pop up:

Clients > Client account > **Fees**

Account	Fees	Statements
---------	-------------	------------

Fees due	Fee set-up	Mandates	Ancillary	Invoice Allocation
----------	-------------------	----------	-----------	--------------------

Fee for	Accounts ref	Amount

Total client fees due for payment (£)

Print schedule of fees currently due for payment **Create new client fee**

Once done, the following will appear:

John Smith

Clients > Client account > Fees > Billing set-up

Billing set-up | Splits | Notes

Apply VAT ☐ VAT Rate 0% Client Smith, John
Payee (for reconciliation of income) Smith, John
Transaction Client fee
Fee type
Policy
Description of the service provided Individual - General Consultancy
Period of free credit / payment delay days Anticipated 16/03/10
Total time charged
Total disbursements charged
Total amounts offset 1,010.00
Total invoicable items -1,010.00 VAT £0.00
Actual amount of invoice (excl VAT) 0.00 Use total invoicable
Contribution to client's Profit / Loss 1,010.00

☐ Debtor + Create invoice

Related project Min fee Max fee

Billing set-up | Time charged | Disbursements | Print options

Quit

In this example, the **Apply VAT** button has not been automatically checked – which means it has not been setup to do so (see section 8.1.1). Complete the details on **Billing set-up**:

John Smith

Clients > Client account > Fees > Billing set-up

Billing set-up | Splits | Notes

Apply VAT ☒ VAT Rate 20% Client Smith, John
Payee (for reconciliation of income) Smith, John
Transaction Client fee
Fee type
Policy
Description of the service provided Individual - General Consultancy
Period of free credit / payment delay 14 days Anticipated 30/03/10
Total time charged
Total disbursements charged
Total amounts offset 1,010.00
Total invoicable items -1,010.00 VAT £0.00
Actual amount of invoice (excl VAT) 0.00 Use total invoicable
Contribution to client's Profit / Loss 1,010.00

☐ Debtor + Create invoice

Related project Min fee Max fee

Billing set-up | Time charged | Disbursements | Print options

Quit

Once completed, move to the 'Splits' tab and check/complete who should be getting a split of this fee:

Invoice		Splits	Notes
Remuneration splits		Posted	Paid
Total transaction		495.00	
Gross receipt		495.00	
Balance after Introducer		495.00	
Adviser 1	Clive Andrew McDonough	50.00%	247.50
Adviser 2		0.00%	
Adviser 3		0.00%	
Adviser 4		0.00%	
Adviser 5		0.00%	
Payment to member of staff			
Balance net of splits		247.50	
		Cheque reference	
		Date paid	

Once done, move onto the 'Notes' tab and complete the information:

Clients
Contact
Personal
Account
Data upload
Marketing
Servicing
Holdings (73)
Work (134)
Documents
Calculators
Reports
Quit

Clients > Client account > Fees > Billing set-up > Invoice notes

Billing
Splits
Notes

Holdings
Schemes

Provider	Type	Policy Number	Start
@SIPP	Home reversion plan	12345444	07/07/20
Abbey	Stocks and Shares ISA	1231241234	10/09/20
Scottish Widows	Personal Pension	4645645qw	24/06/20

*Click row(s) to link this Fee to a holding

FCA Activity category
Regulated / Non regulated
Income type
Advice basis

Non-Regulated
Non-Regulated
Fee

Fee type
Fixed fee

Advice type

NB Complete the information at the bottom of this page. This is important if you have **Compliance** module and intend to use the regulatory reports to help with the completion of the RMAR.

Once done, an invoice can then be produced for this fee. Click back on **Billing** and use the **+Create invoice**:

Billing set-up	Splits	Notes
Apply VAT <input checked="" type="checkbox"/>	Client	Allingham, Noe
VAT Rate 20%	Payee (for reconciliation of income)	Allingham, Noe
	Transaction	Client fee
	Fee type	Financial Planning
	Policy	
	Description of the service provided	Financial Planning
	Period of free credit / payment delay	14 days Anticipated 19/12/12
	Total time charged	
	Total disbursements charged	
	Total amounts offset	
	Total invoicable items	
	Actual amount of invoice (excl VAT)	495.00 Use total invoicable
	Contribution to client's Profit / Loss	495.00
<input type="checkbox"/> Debtor		+ Create invoice

Once done the following pops up:

Invoice

Do you want to create an invoice for this fee only, with no offsets?

Answer **Yes**.

The following page appears:

FileMaker Pro - [Commrec]

File Edit Data Help

Invoice

Return
Print
Preview
Time
Disburs
Offsets
PDF
Void

Mr N Allingham

Capita Financial Software
Fusion 1
Parkway
Solent Business Park
Whiteley
PO15 7AA
Telephone: 0800 028 0033
Facsimile: 01489 882961
Firm reference number: 876543

Invoice	CAPITA0000125FAREHAM1	05/12/2012
Financial Planning	Financial Planning	495.00

Click the **Preview** button to view the invoice:

Invoice

Mr N Allingham

22 Hales Street

Swindon
Wiltshire
SN3 8YJ

Capita Financial Software
Fusion 1
Parkway
Solent Business Park
Whiteley
PO15 7AA
Telephone: 0800 028 0033
Facsimile: 01489 882961
Firm reference number: 876543

Invoice CAPITA0000125FAREHAM1		05/12/2012
Financial Planning	Financial Planning	495.00
		Amount charged 495.00
		Amount offset
		Amount due (excl VAT) 495.00
		VAT @ 20.00% 99.00
		Total amount due £ 594.00
Settlement		
Please pay to: Royal Bank of Scotland Capita Financial Software Account No: 22466995 Sort Code: 15-10-00		Or draw your cheque in favour of Capita Financial Software and return it with the detachable remittance advice slip below. <small>Please detach the remittance advice slip and return it along with settlement of your account.</small>

This can now be printed to PDF or printed on paper. This invoice will now show in the **Amounts due** section of **Admin > Remuneration**.

9.1.3 Regular Fees

To set up regular fees, navigate to **Clients > Account > Fees > Fee set up**:

Description	Due	Ref	Frq	Current	
Test Fee Description	1,727.25	Capit001	M	Yes	More
Individual - General Consultancy	100.00		M	Yes	More
Individual - Annuities	500.00	123123	M	Yes	More
Corporate - Death In Service	50.00	1235			More
Corporate - Employee Benefits					More
Corporate - General Consultancy					More
Individual - Valuations	55.00				More
Corporate - General Consultancy					More
Financial Planning	10.00		M	Yes	More
Account management charge	23.00				More

+ Add record

Use the **+Add record** button to record the regular fee and the following page will appear:

Fee | Holding | Scheme

Description of the fee:
 Amount due (ex VAT): Ref:
 VAT amount: VAT %:
 Total invoice: Apply VAT: ☒ Next:
 Payable from:
 Date fees end:
 Frequency:
 Current fee:
 DDM/SO/BACS:
 FCA Activity category:
 Regulated / Non regulated: Fee type:
 Income type: One-Off?: ☐
 Advice Basis: Advice Type:
 FCA business class:

Complete the information on the **Fee** and, if relevant, the **Holding** or **Scheme** page as relevant:

If the fee is for a particular holding or scheme, click on the appropriate tab and click on the holding/scheme that the fee is relevant for, then simply click on the holding to select:

Setup	Fee due	Splits
Fee	Holding	Scheme

[Select all](#) [Deselect all](#)

Provider	Type	Policy Number	Start	
@SIPP	Home reversion plan	12345444	07/07/2009	In force

NB This is particularly relevant when using the **Compliance** module in relation to RMAR reporting. In order to identify client fees associated with Group Personal Pension or Group Stakeholder schemes for inclusion in 'L – Retail Investment Revenue', the appropriate scheme must be linked to the scheme.

Once these tabs have been completed, move onto the **Fee due** and **Splits** tabs and complete relevant information:

Setup	Fee due	Splits
-------	---------	--------

Payee name: Allingham, Noe Payee name override:

Monthly service fee. (£100.00, M) Payable from: 01/12/2012

Amount due (ex VAT)	100.00
VAT %	20.00%
VAT amount	20.00
Total invoice	120.00

Next post date: 01/12/2012

Setup	Fee due	Splits
-------	---------	--------

	Posted %	£
Network	<input type="text"/>	
Introducer	<input type="text"/>	
Adviser 1 Clive Andrew McDonough	20.00%	20.00
Adviser 2	<input type="text"/>	
Adviser 3	<input type="text"/>	
Adviser 4	<input type="text"/>	
Adviser 5	<input type="text"/>	
Total to Capita Financial Software Limited		80.00

This has set the fee up ready to be posted. Posting has been covered in section 7.1.

9.1.4 Invoicing for Multiple Fees

If there are a number of fees which need to be invoiced for, these can now be done on one invoice, rather than individual invoices for each fee. To produce an invoice for multiple fees, click into **Account > Fees > Invoice allocation**. A list of all the outstanding fees will be displayed:

Clients ▾ Clients > Client account > Fees > Invoice allocation

Fees Due	Fee Type	Due Date	Amount	VAT	Select	Net Invoice Amount
Monthly service fee	Client Ongoing Retainer	01/12/12	100.00	20.00	<input type="checkbox"/>	
Individual - Personal Pension	Client Fee	05/12/12	995.00	199.00	<input type="checkbox"/>	
Total Invoicable Items						1,314.00

Payments Received	Contract Type	Date	Available	Amount	Offset	Actual Net Invoice Amount *
						0.00

Show payments received within last days

⏮ Return ⏭ + Create invoice

Invoice Allocation Invoice

To produce an invoice for both of these fees, select both of them by clicking in the **Select** field:

Clients > Client account > Fees > Invoice allocation

Fees Due	Fee Type	Due Date	Amount	VAT	Select	Net Invoice Amount
Monthly service fee	Client Ongoing Retainer	01/12/12	100.00	20.00	<input checked="" type="checkbox"/>	1,095.00
Individual - Personal Pension	Client Fee	05/12/12	995.00	199.00	<input checked="" type="checkbox"/>	
Total Invoicable Items						1,314.00

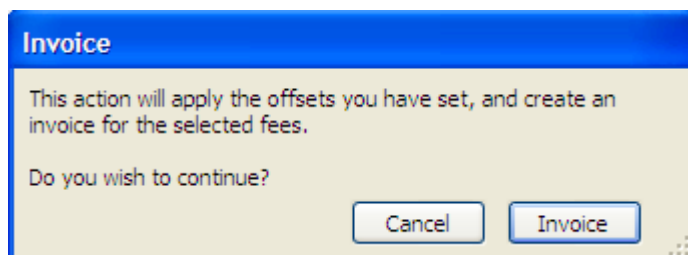
Payments Received	Contract Type	Date	Available	Amount	Offset	Actual Net Invoice Amount *
						1,095.00

Show payments received within last days

⏮ Return ⏭ + Create invoice

Invoice Allocation Invoice

Once done, click on + **Create invoice** and a pop up box will appear:



Click on the **Invoice** button.



Invoice

<p>Mr N Allingham</p> <p>22 Hales Street</p> <p>Swindon Wiltshire SN3 8YJ</p>

Capita Financial Software
Fusion 1
Parkway
Solent Business Park
Whiteley
PO15 7AA
Telephone: 0800 028 0033
Facsimile: 01489 882961
Firm reference number: 876543

Invoice CAPITA0000126FAREHAM1		05/12/2012
Monthly service fee		100.00
Individual - Personal Pension	Advice only fee	995.00
Total amount due £		594.00
Settlement		
Please pay to: Royal Bank of Scotland Capita Financial Software Account No: 22466995 Sort Code: 15-10-00		Or draw your cheque in favour of Capita Financial Software and return it with the detachable remittance advice slip below. <small>Please detach the remittance advice slip and return it along with settlement of your account.</small>

And click the **Preview** button to view the invoice:

Invoice

Mr N Allingham
22 Hales Street
Swindon
Wiltshire
SN3 8YJ

Capita Financial Software
Fusion 1
Parkway
Solent Business Park
Whiteley
PO15 7AA
Telephone: 0800 028 0033
Facsimile: 01489 882961
Firm reference number: 876543

Invoice CAPITA0000126FAREHAM1		05/12/2012
Monthly service fee		100.00
Individual - Personal Pension	Advice only fee	995.00
Amount charged		1,095.00
Amount offset		
Amount due (excl VAT)		1,095.00
VAT @ 20.00%		219.00
Total amount due £		1,314.00
Settlement		
Please pay to: Royal Bank of Scotland Capita Financial Software Account No: 22466995 Sort Code: 15-10-00		Or draw your cheque in favour of Capita Financial Software and return it with the detachable remittance advice slip below. <small>Please detach the remittance advice slip and return it along with settlement of your account</small>

The amount of the invoice will now appear in **Admin > Remuneration > Amounts due**.

9.1.5 Offsetting Fees

If remuneration has been paid for holdings for a client and this amount is to be offset against any fees that the client is due to pay, this can be done from within **Clients > Account > Fees > Invoice allocation**:

Clients ▾ Clients > Client account > Fees > Invoice allocation

Fees Due							
Fee Type	Due Date	Amount	VAT	Select			
Monthly service fee	01/12/12	100.00	20.00	<input type="checkbox"/>			
Individual - Personal Pension	05/12/12	995.00	199.00	<input type="checkbox"/>			
Total Invoicable Items							1,314.00

Payments Received							
Contract Type	Date	Available	Amount	Offset			
Skandia Investment Solutions	05/12/2012	56.00		<input type="checkbox"/>			

Show payments received within last days

Invoice Allocation Invoice

Net Invoice Amount:

Total Amount Offset:

Apply Discount:

Actual Net Invoice Amount*:

Total Payments Received:

Contribution to Profit/Loss:

⏪ Return ⏩ Create invoice

Within this section you can see the fees due in the top half of the page and in the bottom half any monies that can be used to offset against the fee(s).

In the example above the amount of the paid remuneration is less than the total amount of the fees, therefore all of the paid amount can be used.

There is an option if the total amount of the paid remuneration is more than the total of the fees, to only use what is needed to offset the fees. The remainder of the paid remuneration can then be used to offset against future fees.

To see all paid amounts that can be offset against fee, the 'Show payments received within last XX days' may need to be changed for the default 31 days. Simple remove the default and type in the required number of days and then click away.

To produce the invoice to show the offset, click into all the 'Select' boxes as required:

Fees Due	Fee Type	Due Date	Amount	VAT	Select
Monthly service fee	Client Ongoing Retainer	01/12/12	100.00	20.00	<input checked="" type="checkbox"/>
Individual - Personal Pension	Client Fee	05/12/12	995.00	199.00	<input checked="" type="checkbox"/>
Total Invoicable Items			1,314.00		

Payments Received	Contract Type	Date	Available	Amount	Offset
Skandia Investment Solutions	Personal Pension	05/12/2012	56.00	56.00	<input checked="" type="checkbox"/>

Show payments received within last days

Net Invoice Amount	1,095.00
Total Amount Offset	56.00
Apply Discount	0.00
Actual Net Invoice Amount *	1,039.00
Total Payments Received	56.00
Contribution to Profit/Loss	1,039.00

Now click **+Create Invoice** and click Invoice to the pop up:

Invoice

This action will apply the offsets you have set, and create an invoice for the selected fees.

Do you wish to continue?

To view the invoice before printing, select **Preview**:

Invoice

Mr N Allingham

22 Hales Street

Swindon
Wiltshire
SN3 8YJ

Capita Financial Software
Fusion 1
Parkway
Solent Business Park
Whiteley
PO15 7AA
Telephone: 0800 028 0033
Facsimile: 01489 882961
Firm reference number: 876543

Invoice CAPITA0000127FAREHAM1		05/12/2012
Monthly service fee		100.00
Individual - Personal Pension	Advice only fee	995.00
Amount charged		1,095.00
Amount offset		56.00
Amount due (excl VAT)		1,039.00
VAT @ 20.00%		207.80
Total amount due £		1,246.80

9.1.6 Voiding an Invoice

If, after an invoice has been produced, you decide that this is incorrect, then the invoice can be voided. This will take all the items of the invoice and put them back. The invoice that we can see on this page is going to be voided.

This is done by clicking onto **Invoice Allocation > Invoice** and choose the invoice from the list by clicking in **View**:

Clients > Client account > Fees > Invoice allocation

Issued Client Invoices

Invoice No.	Amount	Date	Status	
CApita0000125Fareham1	594.00	05/12/2012	Invoiced	View
CApita0000128Fareham1	1246.80	05/12/2012	Invoiced	View

Invoice Allocation

Invoice

Now click on the **Void** button at the top of the page:

Invoice

Return	Print	Preview
Time	Disburs	Offsets
PDF	X Void	



Mr N Allingham

22 Hales Street

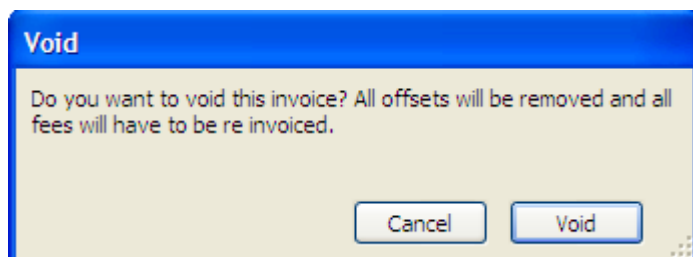
Swindon
Wiltshire
SN3 8YJ

Capita Financial Software
Fusion 1
Parkway
Solent Business Park
Whiteley
PO15 7AA
Telephone: 0800 028 0033
Facsimile: 01489 882961
Firm reference number: 876543

Invoice CAPITA0000128FAREHAM1		05/12/2012
Monthly service fee		100.00
Individual - Personal Pension	Advice only fee	995.00

Now that this has been done, the following will show:

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Click **Void**.

The invoice will then show with the word 'Void' on the invoice:

Return Print Preview

Invoice

VOID

CAPITA
FINANCIAL SOFTWARE

Capita Financial Software
Fusion 1
Parkway
Solent Business Park
Whiteley
PO15 7AA
Telephone: 0800 028 0033
Facsimile: 01489 882961
Firm reference number: 876543

Invoice CAPITA0000128FAREHAM1	05/12/2012
Invoice voided on 05/12/2012 Net total : £1095 Offset total : £56 Invoice net total : £1039 VAT : £207.8 Total amount invoiced : £1246.8	

The invoice will now show in the **Invoice Allocation** tab as a voided invoice (as shown in picture on the next page). To create a new invoice click back on the 'Invoice' tab and choose the items to be included in and then click + **Create Invoice**.

Clients ▾ Clients > Client account > Fees > Invoice allocation

Contact
Personal
Account
Data upload
Marketing
Servicing
Create partner

Holdings (1)
Work (0)
Documents
Calculators
Reports

Issued Client Invoices

Invoice No.	Amount	Date	Status	
CApita0000125Fareham1	594.00	05/12/2012	Invoiced	View
CApita0000128Fareham1		05/12/2012	Void	View

Invoice Allocation Invoice

9.2 Ancillary Fees

To produce an invoice for an Ancillary fee go to **Account > Fees > Ancillary**:

Clients ▾ Clients > Client account > Fees

Account Fees ▾ Statements

Add note

Fees due Fee set-up Mandates **Ancillary** Invoice Allocation

Fee for	Date	Accounts ref	Amount
Financial Planning	05/12/12		495.00
Monthly service fee	01/12/12		100.00
Individual - Personal Pension	05/12/12		995.00

Total client fees due for payment (£) **1,590.00**

[Print schedule of fees currently due for payment](#) [+ Create new client fee](#)

An ancillary invoice is an invoice for another service, perhaps one which is not financial services related. To create an ancillary invoice click on the **Ancillary** tab and click **+ Create new invoice for ancillary service** and answer the pop up that appears:

[Clients](#) > [Client account](#) > [Fees](#) > **Ancillary services**

Account

Fees ▼

Statements

Add note

Fees due

Fee set-up

Mandates

Ancillary

Invoice Allocation

Provider	Ancillary service	Date	Amount
<div> <div>Message</div> <div>Do you wish to create an Ancillary fee record relating to this client?</div> <div>Yes No</div> </div>			

▶ View all invoices issued

Total of invoices due for payment (£)

⋮

+ Create new invoice for an ancillary service

[Clients](#) > [Client account](#) > [Fees](#) > [Ancillary fees](#) > **Fee amount**

Billing	Splits
View VAT	
Provider / Service Provider	<input type="text"/>
Billing contact	<input type="text"/> Custom
Client	Allingham, Noe
Payee (for reconciliation of income)	Allingham, Noe
Transaction	Ancillary fee
Fee type	Will writing fee
Accounts reference	1353345
Description of the service provided	Mirror will writing for Noe and Alice
Amount due (£)	495.00
VAT rate applicable	20.00%
Amount posted	495.00
Gross fee	495.00
Due date	05/12/12
Period of free credit / payment delay	14 days Est recpt. 19/12/12

Add required information into here as appropriate.

Create a printable invoice

The **Custom** button next to the 'Billing contact' field, allows a user to add in a name and address of the billing contact:

Custom invoice address	
Address	<div>Masters Will Writing Service 14 High Street Swindon Wiltshire SN1 1EL</div> <div>Add the name and address of the billing contact in here.</div>
	Reset
Payee	Mr N Allingham
	Reset
Cancel Save and return to CCD	


Click 'Save and return to CCD' and move to the **Splits** tab to input required information:

Billing	Splits		Posted	Paid
<u>Total transaction</u>				
	Network CAP 1	5.00%		
<u>Gross receipt</u>				
	Introducer The Company	60.00%		
<u>Balance after Introducer</u>				
	Adviser 1	0.00%		
	Adviser 2	0.00%		
	Adviser 3	0.00%		
	Adviser 4	0.00%		
	Adviser 5	0.00%		
<u>Balance net of splits</u>				
FCA Activity category				
Regulated / Non regulated				
Income type		Fee	Fee type	
Advice basis			Advice type	

Once done, back to **Billing** tab to click 'Create a printable invoice':

Return Print Preview

Invoice



Masters Will Writing Service
~~38 High~~ Street
Swindon
Wiltshire
SN1 1EL

[Edit](#)

Capita Financial Software Limited

Telephone:

Facsimile:

Firm registration number:

Accounts Ref: 1353345

Date: 05/12/2012

This invoice relates to the provision of services as detailed below.

Sub Total	£ 495.00
VAT @ 20.00%	£ 0.00
TOTAL	£ 495.00

VAT no:

Mirror will writing for Noe and Alice

Please draw your cheque in favour of:

The addressee
can also be
amended from
here.

9.3 Setting Up Fees with Time Billed, Disbursements and Offsetting Remunerations

Before any item billed, disbursements or remuneration offsets can be applied to an invoice you must have set up a 'Project' for the client. You can have as many different 'Projects' running for a client at any one time as you require. Once a 'Project' has been established 'work' and 'tasks' can be linked to the 'Project' giving the option for time recorded for each task to be billed and added to a client invoice. To demonstrate this we will look at adding one 'Project' to the client and then how this can be invoiced.

'Projects' are set up from the front screen of a 'Clients account'.

To set up a new project, simply use the  and then complete required fields:

When you click into the 'Add a task' button or 'Add a task' at 'Client' or 'Holding' level you will see the same screens and the procedure for recording the time taken to complete a task is the same whichever method of input you choose.

Complete all the fields and diary dates as normal but ensure that you select the 'Project' from

the drop down list for **Related project**:

Related project	1234N30568
Document linked	Personal Pension transfers
Further action required	

Only 'Projects' set up for this client will appear in the drop down list. 'Projects' of the same name can be set up for multiple clients.

Clients

Holdings (73)

Work

Diary

Account

Message

Documents

Calculators

Reports

Quit

Clients > Work > Diary

Task Group

Provider contact

Who

walc

Date

15/06/2009

Task

Corresponding with the provider

Outstanding

Notify client ☐

Notify Introducer ☒

Related project

Document linked

Err: 1025

Open

Further action required

Priority

3

Days / Override

29/05/2013

By whom

WALC

Select policy

First diary date

09/11/2009

Mark task complete

Further actions due

29/05/2013

Mark task incomplete

Further actions complete

File note (last printed:)

Date of completion

To record 'Time' billed and 'Disbursements' incurred by this 'task' go to the 'Account' tab within the 'work/task' record:

Clients

Holdings (1)

Work

Diary

Account

Message

Documents

Calculators

Reports

Clients > Work > Diary > Account

Time on

11:01

Time off

12:23

01:22

Time on

Time off

Time on

Time off

Time on

Time off

Time spent

01:22

Manual time override

Disbursements incurred

More

Time manager

Type

Admin

Rate p.h. / Charge

100.00 /

136.67

Rate p.h. / Cost

/

0.00

Adviser

Clive Andrew McDonough


Activity

Selling

Chargeable activity

☒

Ensure that if an adviser is completing this task, that the correct **Type** is selected so that the correct charge is picked up. If a disbursement needs to be added, use the **More** button within the Accounts tab:



Disbursements

Costs relating to servicing Noe Allingham

Charge for

Travel

Entertainment

Accommodation

Override value

Amount allocated to the Client Account £

Notes

Add details of 'disbursements' incurred. This will appear on the schedule printed with the invoice.

Return

Disbursements recorded by Dan Hitchcock

Click the **Return** button to go back to the Account page. If additional work is done for the same task, more time can be added into the Account section:

Time on	<input type="text" value="11:01"/>	Time off	<input type="text" value="12:23"/>	<input type="text" value="01:22"/>
Time on	<input type="text" value="14:57"/>	Time off	<input type="text" value="15:15"/>	<input type="text" value="00:18"/>
Time on	<input type="text" value="16:23"/>	Time off	<input type="text" value="16:58"/>	<input type="text" value="00:35"/>
Time on	<input type="text"/>	Time off	<input type="text"/>	<input type="text"/>
Time on	<input type="text"/>	Time off	<input type="text"/>	<input type="text"/>

Time spent

Manual time override

Disbursements incurred [More](#)

Which work and tasks have been added to the project can be viewed in the 'Client account', 'Fees', 'Project', and 'Outstanding' tab for those still not invoiced or in all tasks for those already invoiced.

Clients ▾ Clients > Client account > **Project**

Project ▾ Account Notes

Current status Expected invoice date

Commencement date Last action

Project title

Adviser

Add task

12 Outstanding project tasks	User	Time (Hrs)	Charge	Chargeable
Presenting the advice to the client	DH	02:15	225.00	<input checked="" type="checkbox"/>

Permit tasks and invoices to be added to this project ☒

Outstanding All tasks

To produce an invoice for this project, click on **Account > Current Projects** and click on the project in the list. Once on the project, click on the **Account** tab:

Clients > Client account > Project > **Account**

Project Account ▾ Notes

Time recorded

Total time allocated to this project (Hrs.)	8:52
Chargeable time recorded (Hrs.)	8:52
Non-chargeable time (Hrs.)	0:00
Total time charge recorded	1,382.92
Total of chargeable time	1,382.92

Invoices raised

Total time charge allocated to invoice/s	
Total disbursements charged	
Total amounts offset	
Total invoicable items	
Total invoiced (excl VAT)	
Total contribution to client's Profit / Loss	
Total paid	

Account Invoices

Now click on Invoices and click **+Add invoice**:

The screenshot shows the 'Account' tab selected in the top navigation bar. Below the navigation bar, there are three tabs: 'Project', 'Account', and 'Notes'. The 'Account' tab is active. In the top right corner, there is a green '+ Add invoice' button. Below this, there is a table with the following columns: 'Invoice for', 'Date', 'Accounts ref', and 'Amount'. A 'Message' pop-up is displayed in the center of the screen, asking 'Do you wish to create an Invoice for this client?' with 'Yes' and 'No' buttons. Below the table, there is a section for 'Total invoiced (excl VAT)' with fields for 'Agreed minimum charge' and 'Agreed maximum charge'. At the bottom of the page, there is a link to 'Print summary project statement (time recorded and invoices generated)' and a bottom navigation bar with 'Account' and 'Invoices' tabs.


Select **Yes** to the pop up and then **Yes** to the next pop up:

The screenshot shows a 'Message' pop-up with the text 'Update expected invoice date to today's date?' and 'No' and 'Yes' buttons.

Now the tabs at the bottom of the page need to be gone through to choose the:

- Work to be included
- Any disbursement to be included
- Any paid remuneration to be offset

[Clients](#) > [Client account](#) > [Fees](#) > **Billing set-up**

Billing set-up	Splits	Notes
Apply VAT <input type="checkbox"/> VAT Rate <input type="text"/>	Client <u>Allingham, Noe</u> Payee (for reconciliation of income) <u>Allingham, Noe</u> Transaction <u>Client fee</u> Fee type <input type="text"/> Policy <input type="text"/> Description of the service provided <input type="text"/> Period of free credit / payment delay <input type="text"/> days Anticipated <u>05/12/12</u> Total time charged <input type="text"/> Frequency <input type="text"/> Total disbursements charged <input type="text"/> Total amounts offset <input type="text"/> Total invoiceable items <input type="text"/> VAT <u>£0.00</u> Actual amount of invoice (excl VAT) <input type="text"/> Use total invoiceable Contribution to client's Profit / Loss <input type="text"/>	
<input type="checkbox"/> Debtor + Create invoice		
<div>  <div> Related project <input type="text" value="Personal Pension transfers"/> <div> Min fee <input type="text"/> Max fee <input type="text"/> </div> </div> </div>		
Billing set-up	Time charged	Disbursements
		Offsets
		Print options

Complete the information on this page, including the **Splits** and **Notes** across the top of the page. Once done, now move through the tabs at the bottom of the page to select the items to include on the project invoice:

[illegible]

Click on **>View / select from unbilled tasks** to choose which of the work items need to be charged:

Click into the field to choose the work items to be included. Then click **Return** and you will be back here.

Move through **Disbursements** and complete the same as before. Now with the **Offsets** tab, any paid remuneration will be shown, once the **> View / select unallocated offsets** and choose if anything should be offset against the amount the client is to be charged:

Return

Now click **Return** and move to the **Invoice (Billing set up)** tab:

Clients > Client account > Fees > **Billing set-up**


Billing set-up	Splits	Notes
Apply VAT <input type="checkbox"/> VAT Rate <input type="text"/>	Client Allingham, Noe Payee (for reconciliation of income) Allingham, Noe Transaction Client fee Fee type Consultancy fee Policy Individual - Personal Pension Description of the service provided Period of free credit / payment delay 14 days Total time charged 1,382.92 Total disbursements charged 35.00 Total amounts offset 56.00 Total invoiceable items 1,361.92 Actual amount of invoice (excl VAT) Contribution to client's Profit / Loss -1,361.92	Anticipated 19/12/12 Frequency VAT £0.00 Use total invoiceable + Create invoice
<input type="checkbox"/> Debtor		
Related project Personal Pension transfers Min fee Max fee		
Billing set-up	Time charged	Disbursements

Click on < **Use total invoiceable** to complete the 'Actual amount of invoice (excl VAT)'. Once done click on **Print options**:

Clients > Client account > Fees > Billing set-up > **Print options**

Billing	Splits	Notes
Actual amount of invoice (excl VAT) 1,361.92 VAT rate applicable to this invoice 20.00% Gross fee 1,634.30 Amount currently allocated to suspense 1,361.92 Due date 05/12/12		
<ul style="list-style-type: none"> Create a printable invoice Create a schedule of time charged Create a schedule of disbursements charged Create a schedule of amounts offset Create Invoice pack in PDF format 		
Billing set-up	Time charged	Disbursements

There is now the option to view each page before printing individually or creating an invoice pack in PDF format:

<h1>Invoice</h1>																																															
		Telephone: Facsimile: Firm reference number:																																													
<div> <div> Mr N Allingham 22 Hales Street Swindon Wiltshire SN3 8YJ </div> </div>																																															
<table border="1"> <tr> <td colspan="4">Consultancy fee</td> </tr> <tr> <td>Individual - Personal Pension</td> <td>Accounts Ref</td> <td colspan="2"></td> </tr> <tr> <td></td> <td>Invoice date</td> <td colspan="2">05 Dec 2012</td> </tr> <tr> <td></td> <td>VAT Number</td> <td colspan="2"></td> </tr> <tr> <td>Client account</td> <td>Total time charged</td> <td></td> <td>1,382.92</td> </tr> <tr> <td></td> <td>Total disbursements charged</td> <td></td> <td>35.00</td> </tr> <tr> <td></td> <td>Total amounts offset</td> <td></td> <td>56.00</td> </tr> <tr> <td></td> <td>Total invoicable items</td> <td></td> <td>1,361.92</td> </tr> <tr> <td></td> <td>Amount due (excl VAT)</td> <td></td> <td>1,361.92</td> </tr> <tr> <td>Invoice</td> <td>Amount due (excl VAT)</td> <td></td> <td>1,361.92</td> </tr> <tr> <td></td> <td>VAT @ 20.00%</td> <td></td> <td>272.38</td> </tr> </table>				Consultancy fee				Individual - Personal Pension	Accounts Ref				Invoice date	05 Dec 2012			VAT Number			Client account	Total time charged		1,382.92		Total disbursements charged		35.00		Total amounts offset		56.00		Total invoicable items		1,361.92		Amount due (excl VAT)		1,361.92	Invoice	Amount due (excl VAT)		1,361.92		VAT @ 20.00%		272.38
Consultancy fee																																															
Individual - Personal Pension	Accounts Ref																																														
	Invoice date	05 Dec 2012																																													
	VAT Number																																														
Client account	Total time charged		1,382.92																																												
	Total disbursements charged		35.00																																												
	Total amounts offset		56.00																																												
	Total invoicable items		1,361.92																																												
	Amount due (excl VAT)		1,361.92																																												
Invoice	Amount due (excl VAT)		1,361.92																																												
	VAT @ 20.00%		272.38																																												

Now the invoice has been produced the amount will be entered into the Amounts due section within Admin > Remuneration ready for reconciliation.


9.4 Client Account

There is a section within Client >Account which keeps information regarding all remuneration for a client and whether this has been paid or not. This page also shows the amount that the work that has been recorded for the client 'costs' both the client and the company.

NB this will only show the cost to the company if this information has been recorded at each staff member level as shown below:

Clients ▾		Clients > Client account > Account summary	
Contact Personal Account Data upload Marketing Servicing Create partner Holdings (1) Work (0) Documents Calculators Reports	Account ▾	Fees	Statements
	Add note		
	Time costs		
	Time spent (between 05/12/12 to 05/12/12)		8:52 hrs. ▸ More
	Total time cost (£)		1,382.92
	Total time cost charged to the client (£)		1,382.92
	Disbursements incurred (£)		35.00 ▸ More
	Commissions and fees (£)		
	Commissions / fees received to date		53.20 ▸ More
	Less remuneration paid to Introducer		0.00
	Net commission / fees received to date		53.20
	Current balance of client account		-1,364.72
	Pipeline (£)		
	Proposed but not due		▸ More
	Due but not yet paid		4,241.92
	Due but not yet paid (net of introducer payaways)		4,059.57 ▸ More
	Value of enquiries current outstanding		▸ More
Summary		Current projects	Complete

Within the Statements tab, you can print out information for either all of the time charging etc, or for a period of time:

Clients > Client account > Statements	
Account	Fees
Statements	
Add note	
All records	Print statement of client account (all work done and income generated) Schedule of time spent Schedule of commissions / fees paid Schedule of business proposed pending underwriting Schedule of commissions / fees due Schedule of disbursements Schedule of all commission / fee records
Period selected	Print client account (covering the period 01/12/12 to 05/12/12) Schedule of time spent Schedule of commissions / fees paid Schedule of business proposed pending underwriting Schedule of commissions / fees due Schedule of disbursements
Report from 01/12/2012  Report to 05/12/2012 