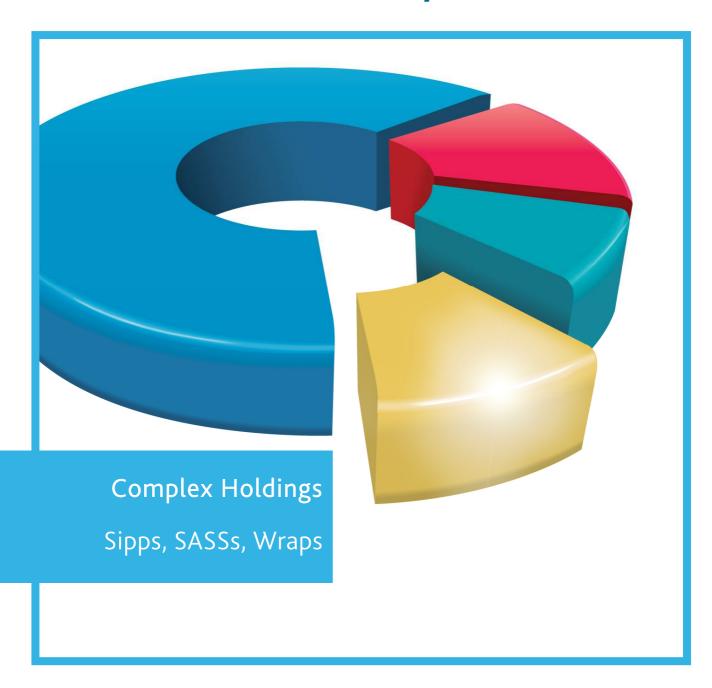
Client Care Desktop v4.1





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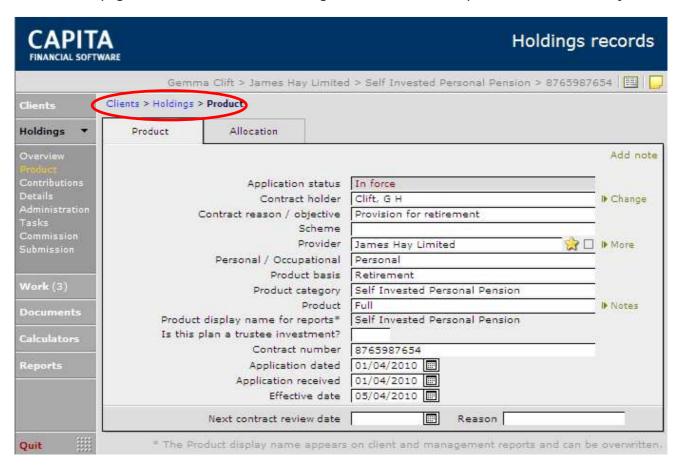
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1 Adding a new SIPP

This section will take you through adding a new SIPP to Client Care Desktop (CCD), as well as recording the initial contribution.

The 'Product' page of a SIPP record has not changed and should be completed in the normal way:

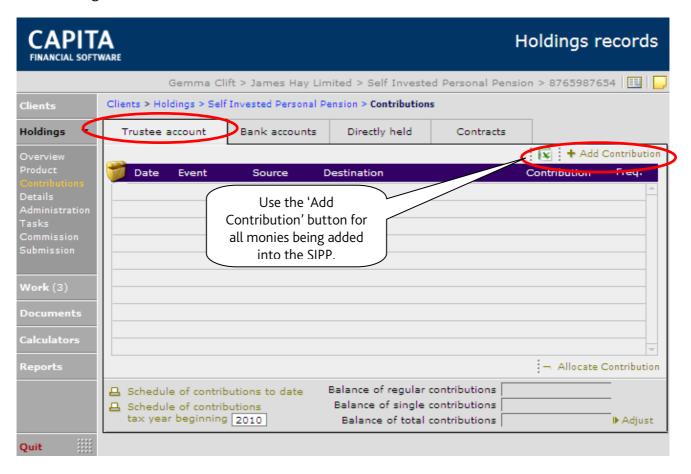




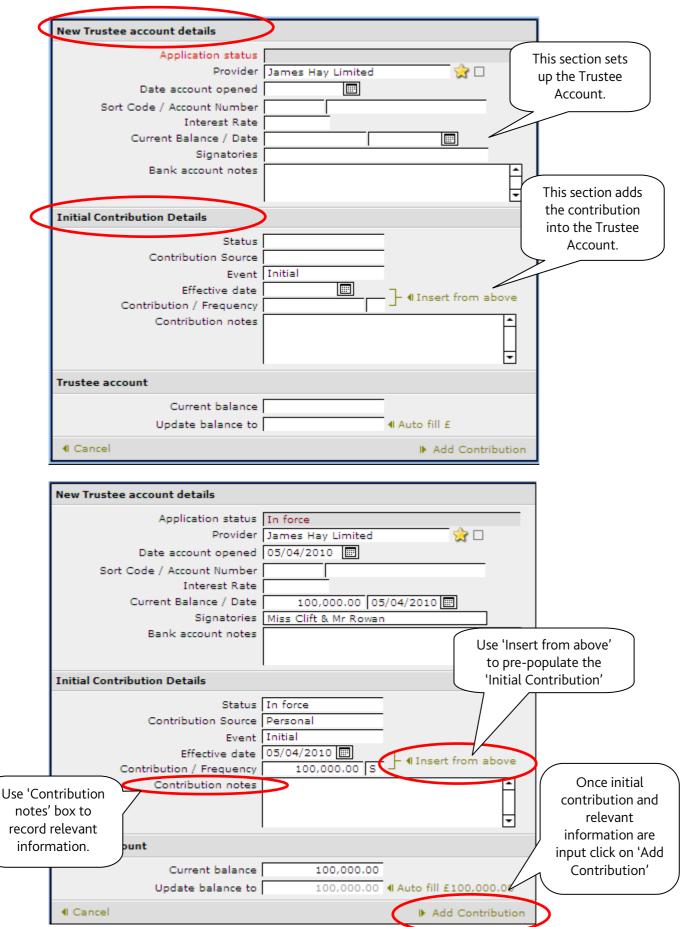
1.1 Adding the Initial Contribution (if money)

Any contribution or asset that is being transferred into a SIPP must come through the 'Trustee Account', which will automatically get set up when the initial contribution is added.

To add the initial contribution or asset to a SIPP, select the '+Add Contribution' button and complete the following screens:

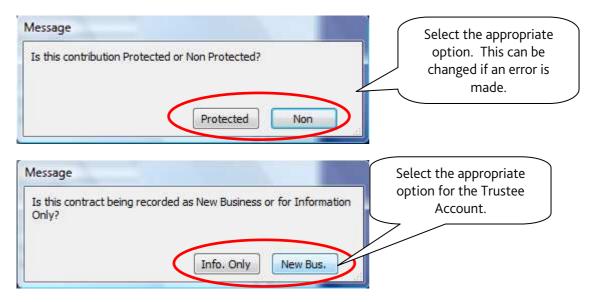






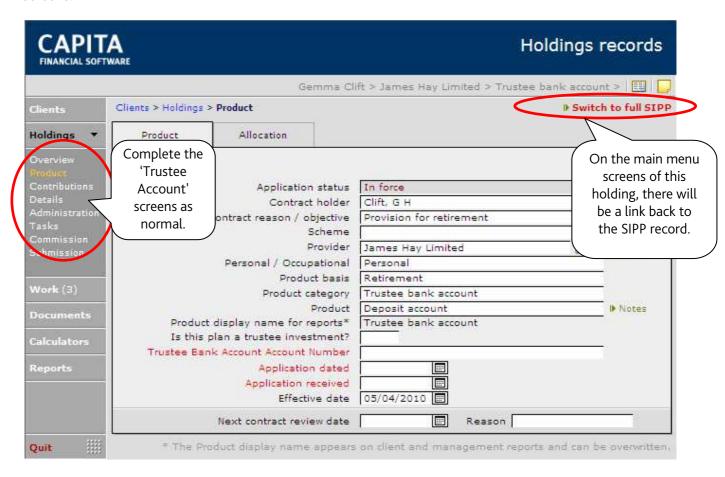
The following series of pop up boxes will then appear:





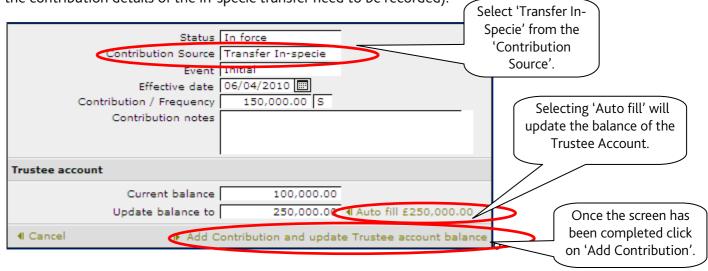


Once the above boxes have been completed, the system will go to the 'Trustee Account' > 'Product' screens:



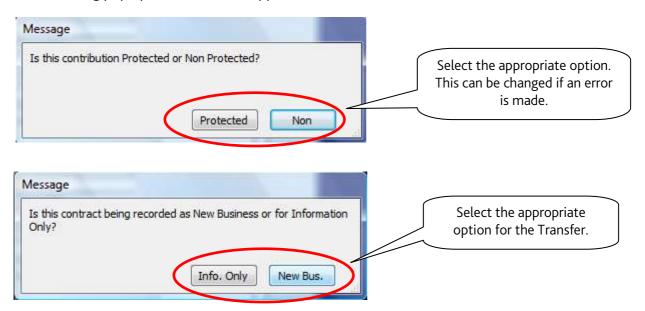
1.2 Adding an Initial Contribution (In-Specie Asset)

As some assets can be transferred directly into a SIPP, via the In-Specie method, CCD can accommodate these transfers. Once again, they must come into the SIPP through the Trustee Account, via the 'Contribution' screen. To complete this, use the '+Add Contribution' button on the 'Contribution' screen and complete the following screen (as the Trustee Account is already set, only the contribution details of the In-specie transfer need to be recorded):

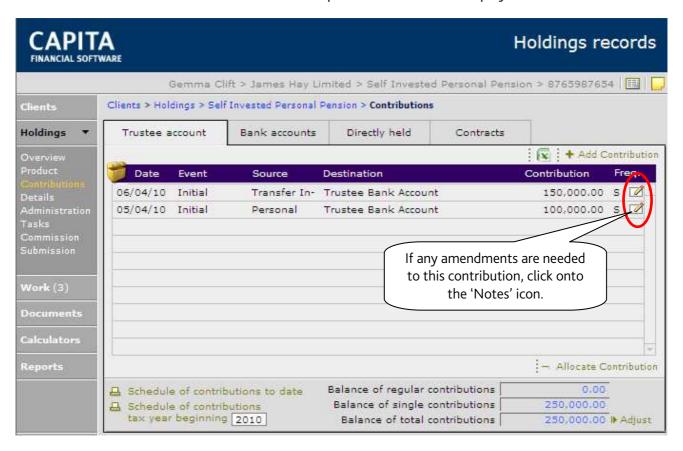




The following pop up boxes will then appear:



On the 'Contributions' screen in the SIPP the In-Specie transfer will be displayed:

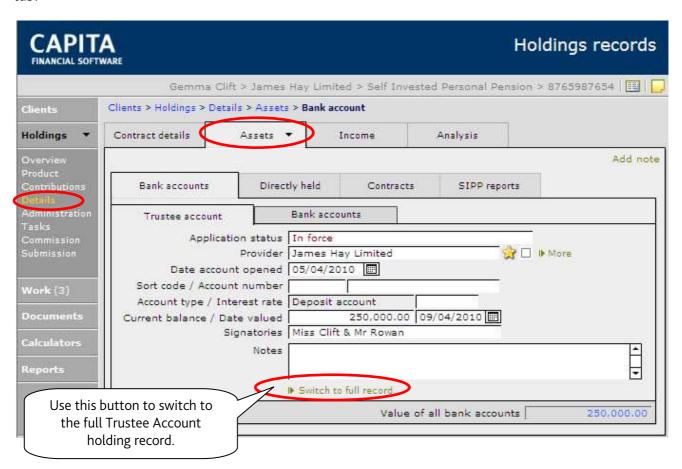




2 Setting up the Trustee Account

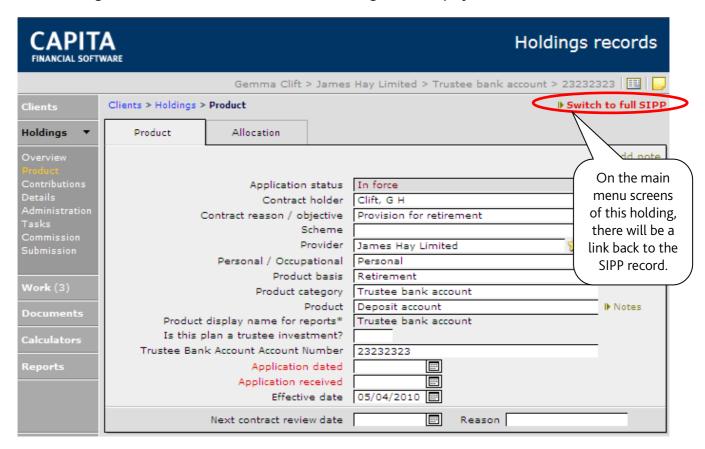
The section above has explained how to set up the basic details for the Trustee Account, as well as confirming the initial contribution into the SIPP.

When the initial contribution is added, CCD will navigate to the 'Product' screens for the Trustee Account so that it can be set up in full. If the Trustee Account was not completed in full at that stage it can be accessed at a later stage. This is done from the 'Details' screen of the SIPP and in the 'Assets' tab:

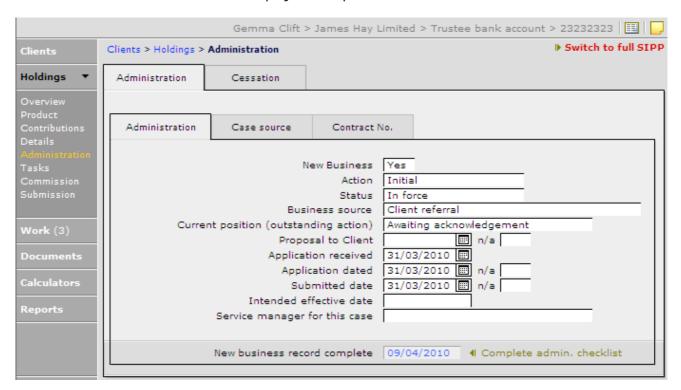




The following screen for the full Trustee Account holding will be displayed:



Now that the full Trustee Account is displayed, complete the relevant screens as normal:



If further new money needs to be added to the Trustee Account use the same method as explained earlier by selecting 'Add Contribution' from the 'Contributions' screen within the SIPP.

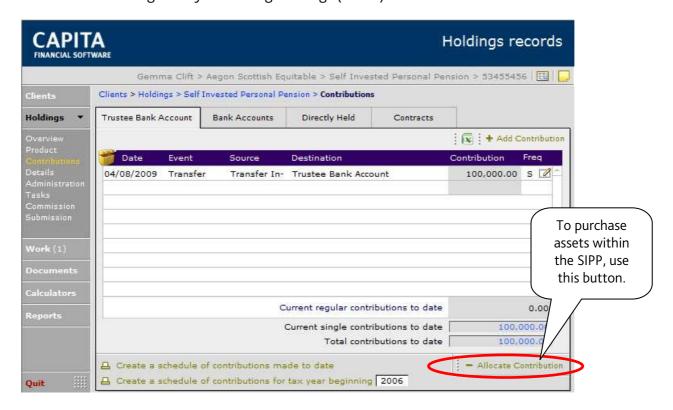


3 Allocating Contributions

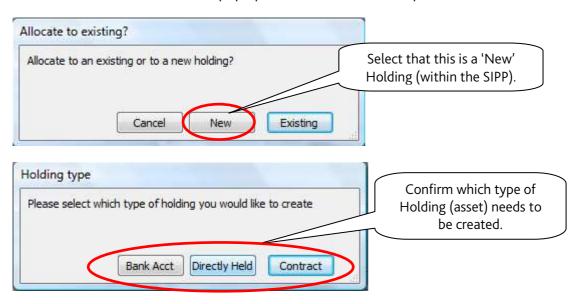
Once there is money in the Trustee Account it can be allocated to various assets within the SIPP. For SIPP reports to display correctly money must come into and out of the Trustee Account. This would need to happen whether cash or an In-specie transfer is entered into the SIPP.

3.1 New Holdings (assets)

This section deals with allocating money to new Holdings (assets) within the SIPP. Later in the guide it will look at allocating money to existing Holdings (assets) within the SIPP.



There are a series of screens and pop ups which need to be completed:

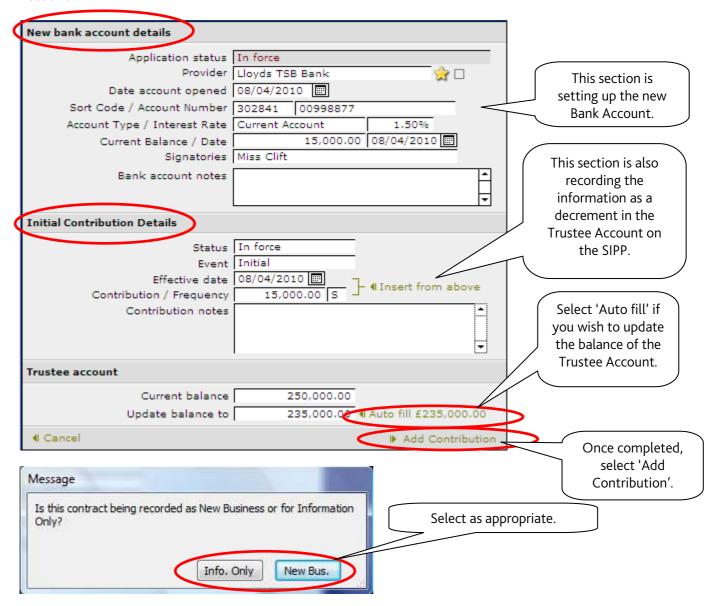




The following sections will look at setting up each of the new Holdings in turn, within the SIPP.

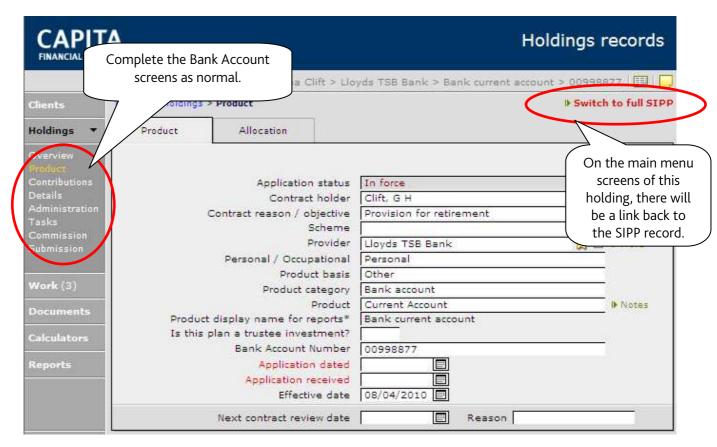
3.1.1 Setting up a new Bank Account

The following screen will show the fields that need to be completed when setting up a new Bank Account:

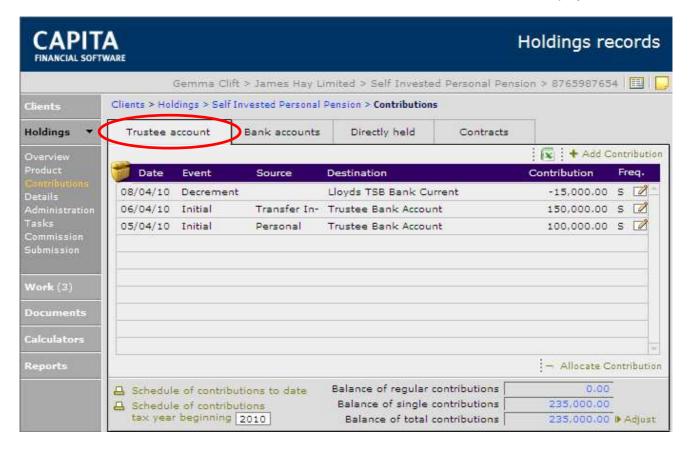




The system will now go to the Bank Account 'Product' screens:

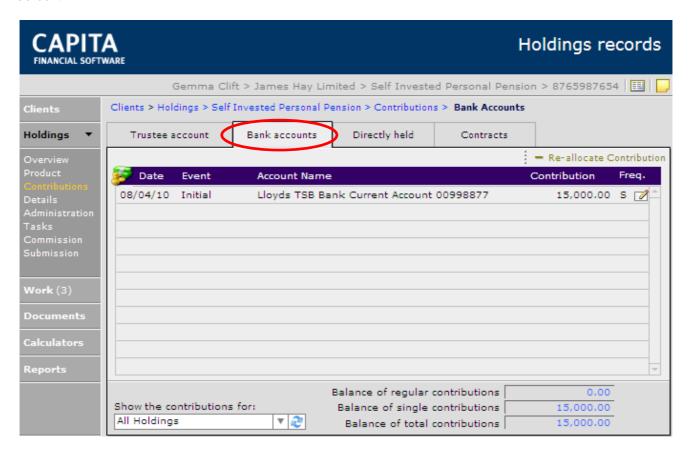


Within the SIPP 'Contributions' screen the decrement to the Bank Account will be displayed:





There will also be a record of this contribution in the 'Bank Account' tab within the 'Contributions' screen:

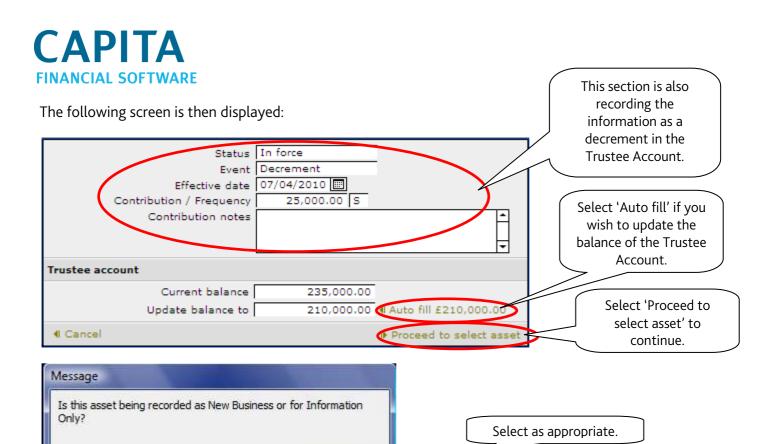


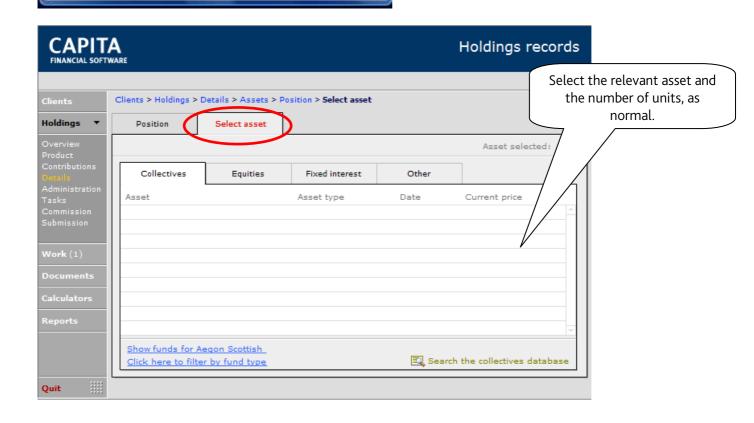
3.1.2 Setting up a new Directly Held Asset

Please refer to page 10 of this guide for details on starting the process for allocating money from the Trustee Account.

This section will explain how to set up a new Directly Held Asset within the SIPP:





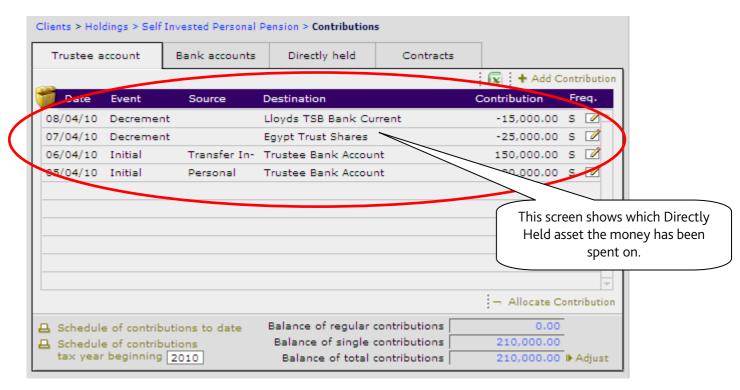


New Bus.

Info. Only



Navigate back to the 'Contributions' screen:

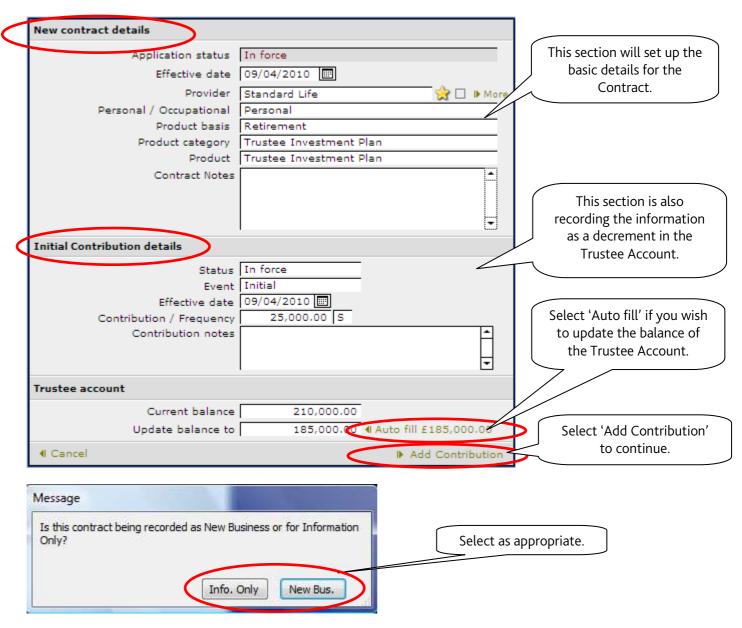


3.1.3 Allocating to a new Contract

Once again this section will start at the same point as the previous section. Please refer to page 10 of this manual for guidance on starting the process for allocating money from the Trustee Account.



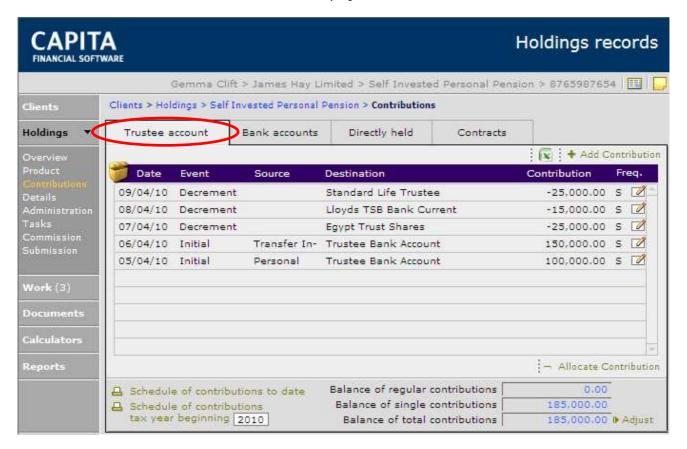




You will be taken to the 'Product' screens for the new contract that has been added. The Holding can be completed in the normal way.



The 'Contributions' screen within the SIPP will display the decrements from the Trustee Account:



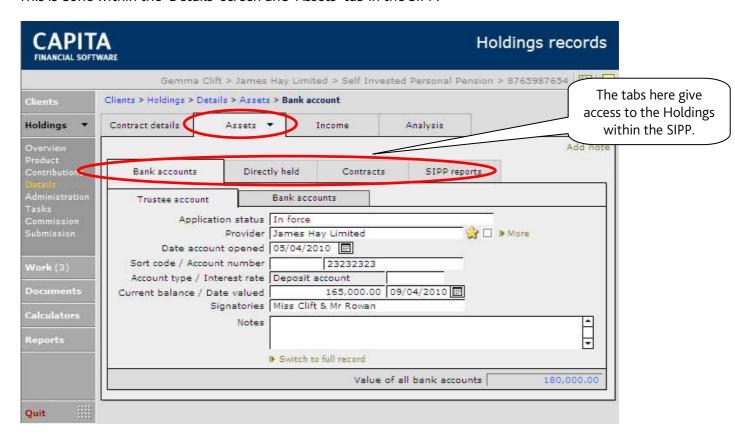
The 'Contracts' tab will detail the initial contribution into the new Contract (Holding):





4 Updating new Bank Accounts, Directly Held Assets and Contracts

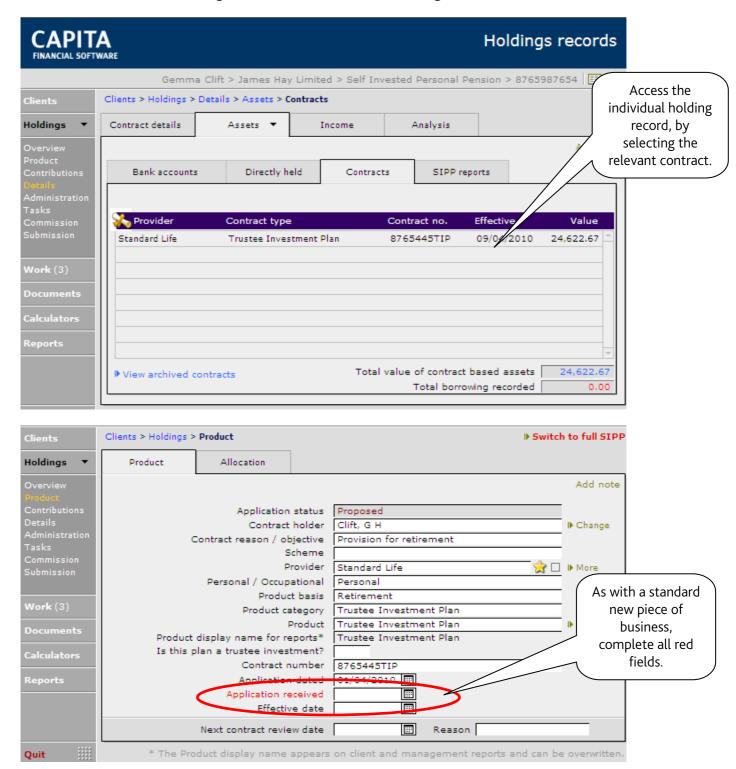
Once a new Holding has been set up within the SIPP there will be details that need to be updated. This is done within the 'Details' screen and 'Assets' tab in the SIPP:



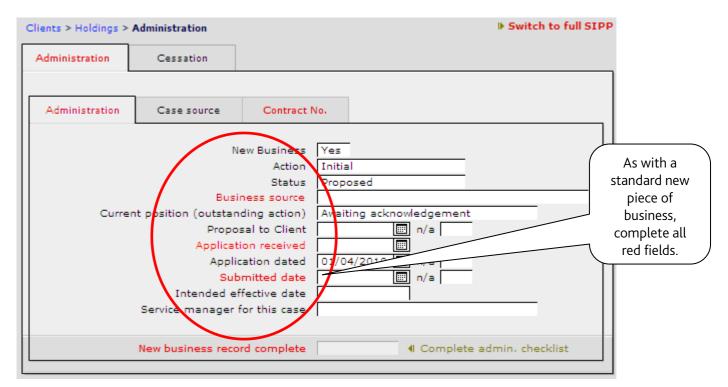
Each of the Holdings added within the SIPP can be accessed from the tabs displayed above. However, this guide will only look at one of these, as each of them is completed in the same way as a standard holding.



To access the individual Holding record from the 'Details' screen, go to 'Assets' > 'Contracts':







Once the 'Administration', 'Tasks', 'Commission' and 'Submission' screens have been completed in the 'Holding' record they will be displayed in the SIPP record.

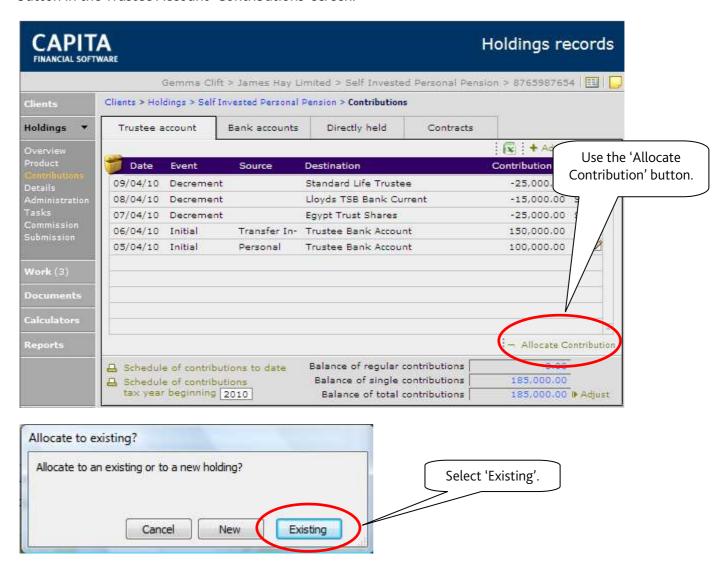


5 Adding Contributions to an Existing Holding

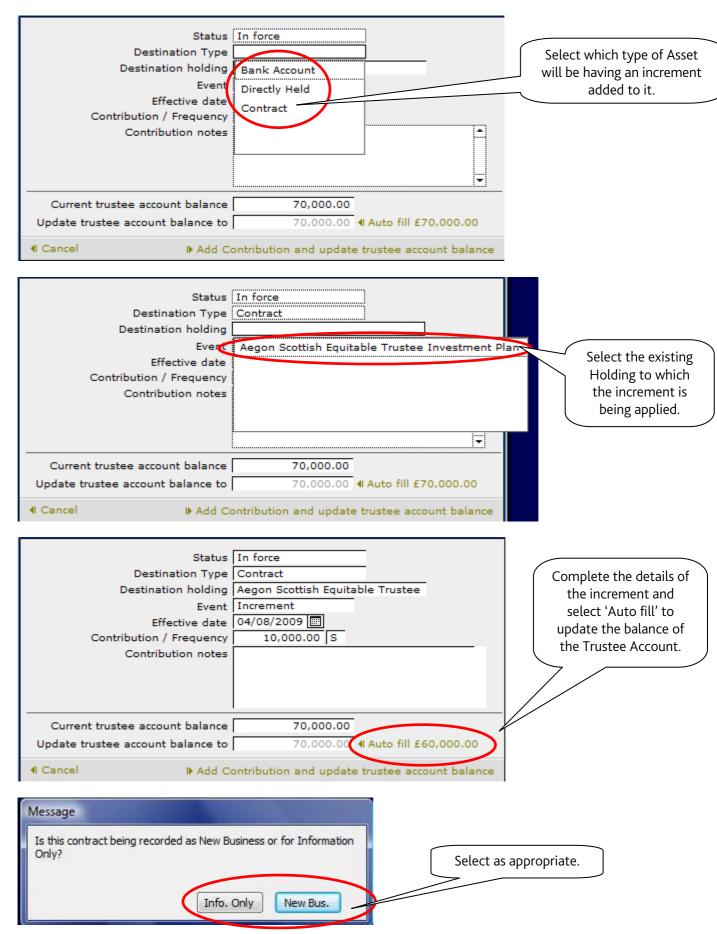
Once the Holdings have been set up within the SIPP, it is possible to add further contributions to each of them when required.

5.1 Adding to a existing Contract

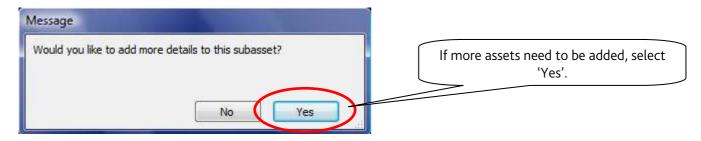
To add additional contributions to an existing Directly Held asset, use the 'Allocate contribution' button in the Trustee Account 'Contributions' screen:



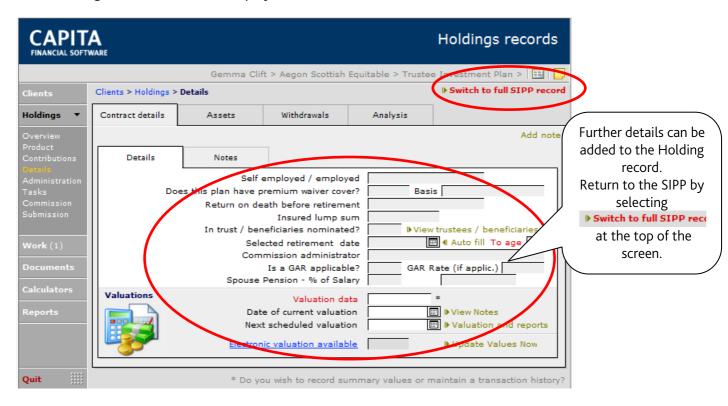








The following screen will then be displayed:

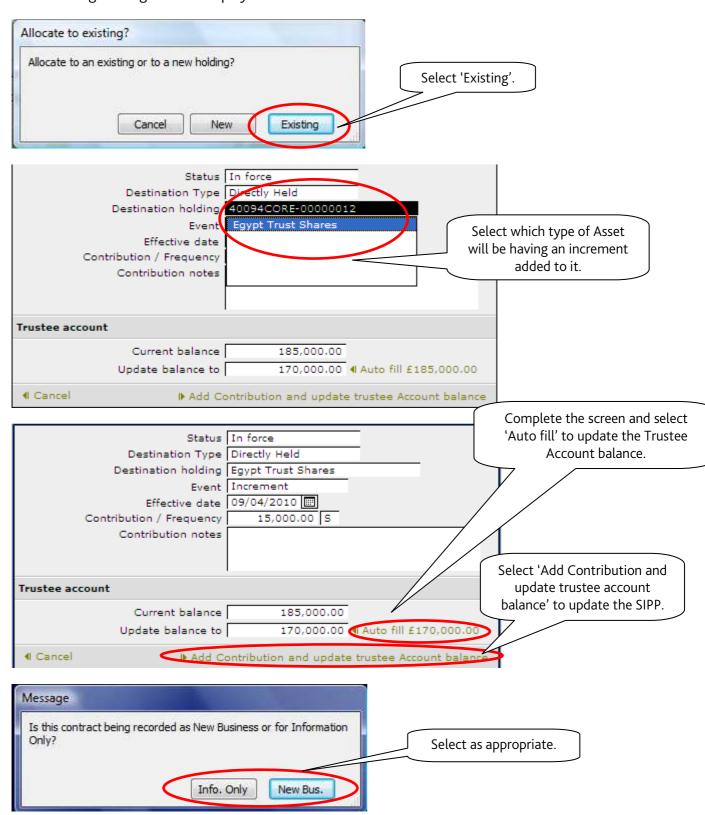




5.2 Adding to an existing Directly Held asset

To add additional contributions to an existing Directly Held asset, use the 'Allocate contribution' button in the Trustee Account 'Contributions' screen (as seen above).

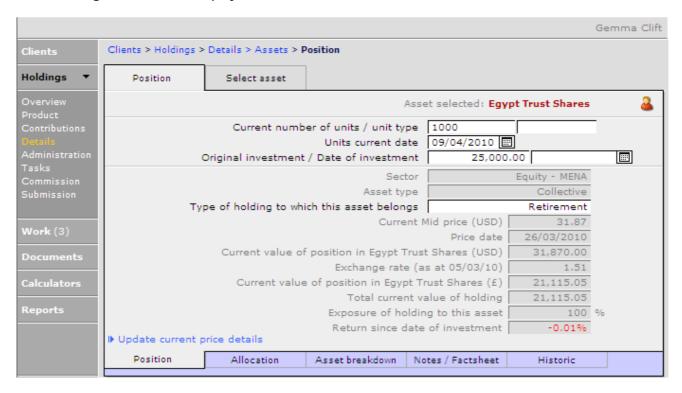
The following message will be displayed:







The following screen will be displayed:

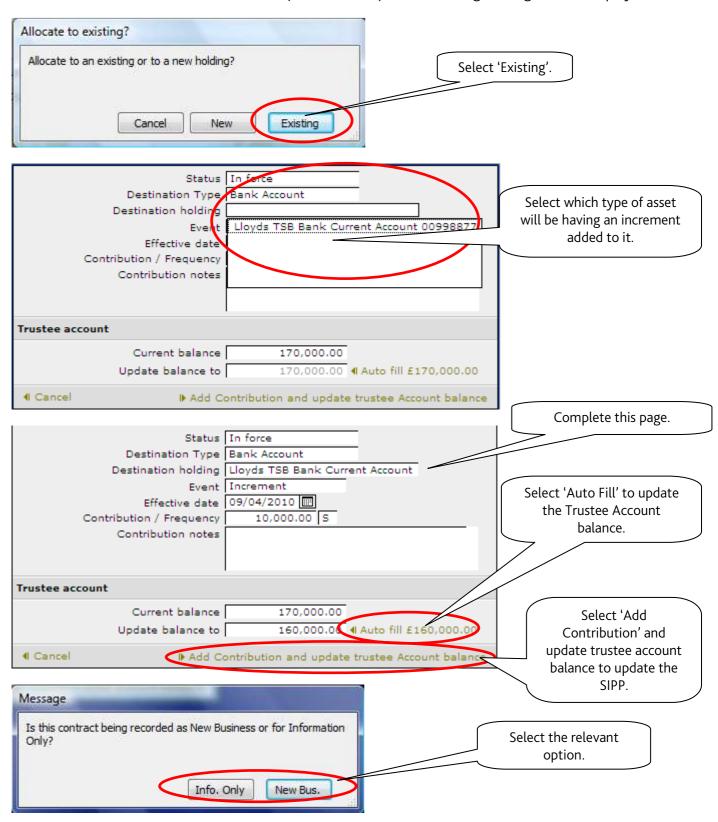


Amend the number of units that this' Directly Held' asset now has.



5.3 Adding to an existing Bank Account

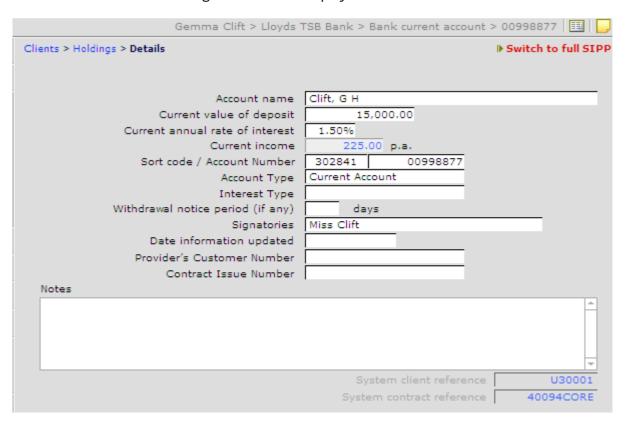
To add additional contributions to an existing Bank Account, use the 'Allocate contribution' button in the Trustee Account 'Contributions' screen (as seen above). The following message will be displayed:







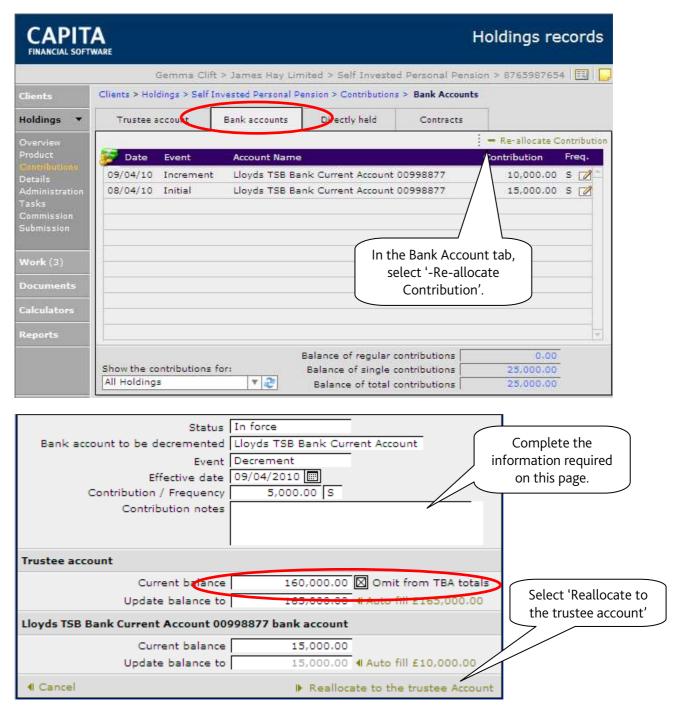
If 'Yes' is selected the following screen will be displayed:



6 Allocating Money from a Bank Account

Any money allocated to the Bank Accounts may be spent in the future. Money from this account can be allocated to the Trustee Account to enable the money to be spent on Directly Held assets and Contracts.

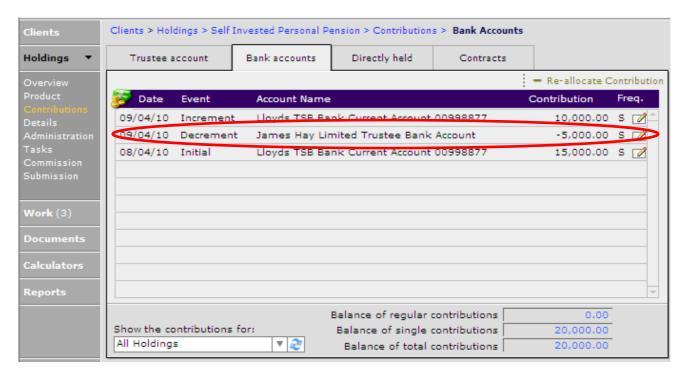


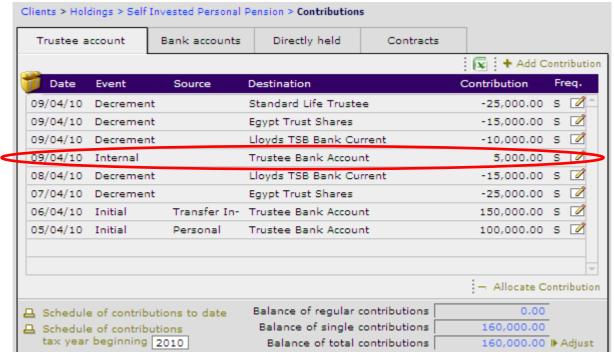


The 'Omit from TBA totals' will not add this £5000, which is being reinvested into the 'Trustee Account', into the total contributions.

The Bank Account will show a decrement and the Trustee Account will show an 'Internal' transfer:





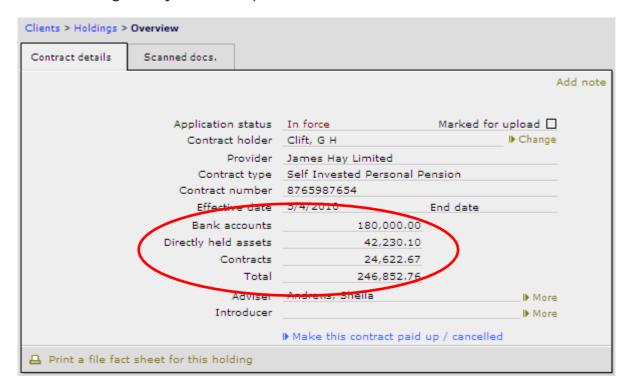


Once the money is in the Trustee Account it can be allocated to other investments within the SIPP.



7 Updating Balances

Once money has been spent from the Trustee Account, or from the Bank Accounts, it is important to ensure that the account balances are kept up to date. If not, the valuation on the 'Summary' page of the SIPP holding and any valuation report will show incorrect values:



It is therefore important to ensure that when any money is spent from the Trustee Account, or the Bank Account, that the balance is amended.

This can be done automatically when allocating money from the Trustee Account, using the 'Auto fill' link, which has been referred to throughout this guide when either adding or allocating money within the Trustee Account. However, this automatic update will not be taking into account any interest etc. on the account.

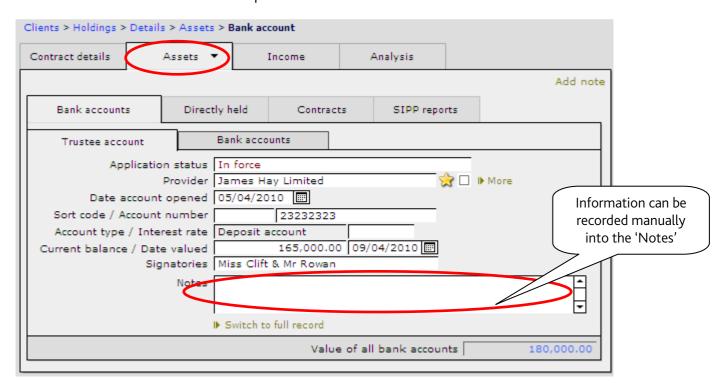
If you wish to record a more precise balance of the Trustee Account, it can be updated manually.



7.1 Updating the balance of the Trustee Account

Updating the balance of either the Trustee Account or the Bank Account is done in the 'Details' screen of the SIPP.

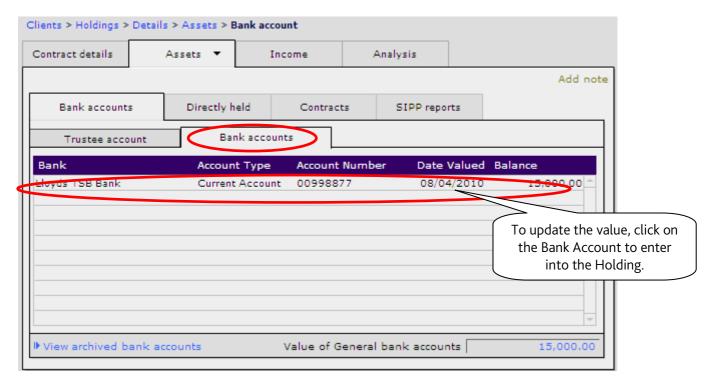
The Trustee Account balance can be updated from the details shown in the 'Assets' tab:



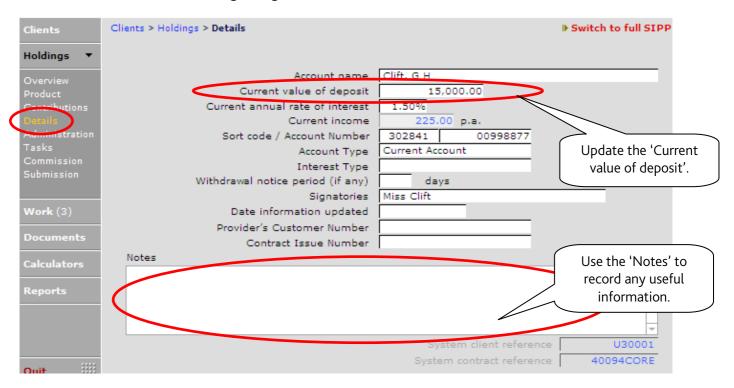
7.2 Updating the value of the Bank Account

The Bank Accounts are updated in 'Details' > 'Assets' > 'Bank Accounts' > 'Bank Account' tab:





Once in the Bank Account Holding, navigate to the 'Details' screen:

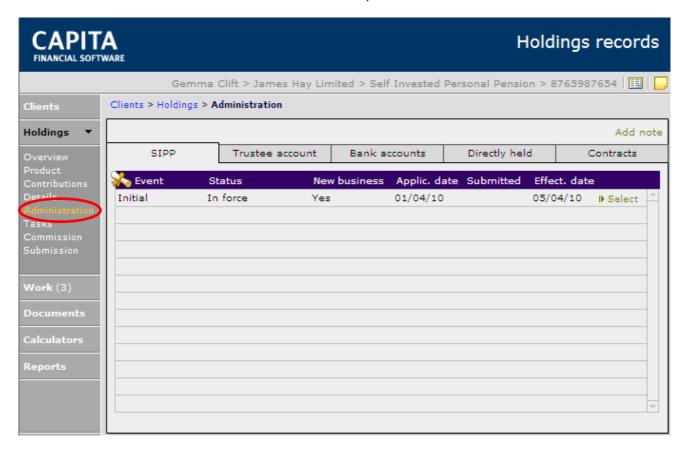




8 Keeping Records Updated

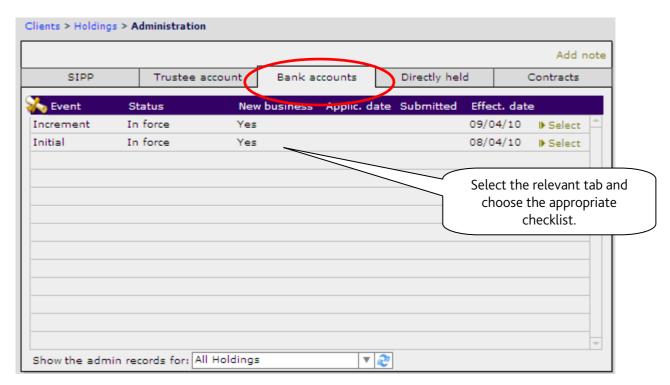
When any asset is recorded into a SIPP, as well as the SIPP itself, it can either be recorded as 'Info Only' or 'New Business'. Any record recorded as 'Info Only' requires only the appropriate fields to be completed within 'Product', 'Contributions', 'Details' and, potentially, the 'Commission' screens.

If a piece of 'New Business' is entered, then all the screens above, plus the 'Administration', 'Commission' and 'Submission' screens need to be completed:

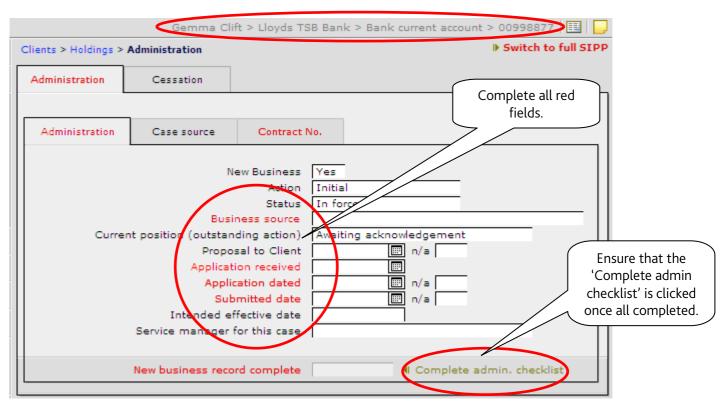


These screens can either be accessed from within the SIPP (as shown above) or from within the individual Holding record. All types of assets will have this functionality.





Once a checklist is selected, the relevant Holding will be displayed with the checklist - in this example the 'Administration' checklist of the 'Bank Account' has been chosen:



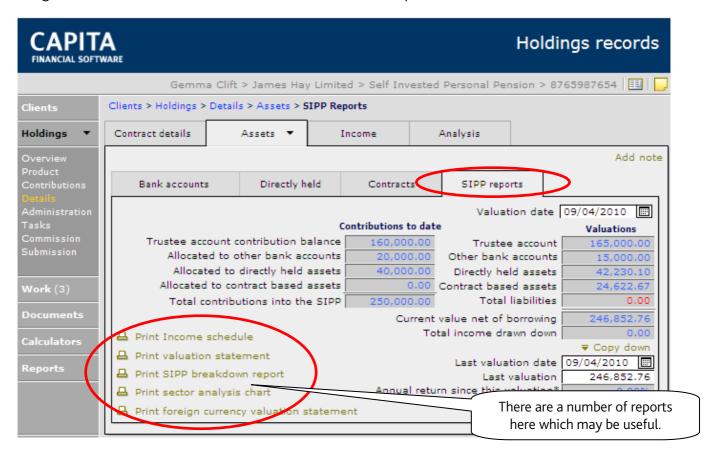
The 'Tasks', 'Commission' and 'Submission' areas all work in the same way. If a tab is selected from within the SIPP, CCD will navigate to the relevant screen in the individual Holding record.



9 SIPP Reports

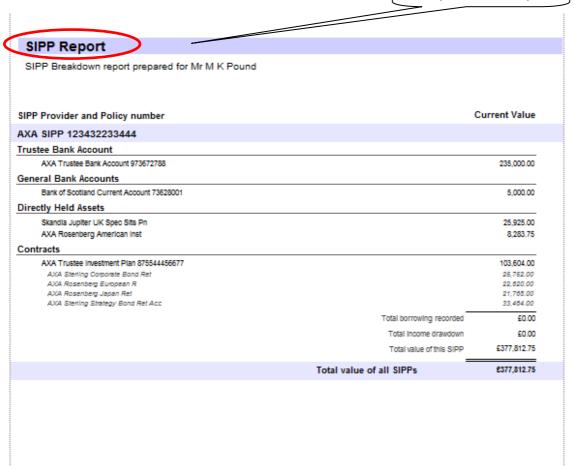
There are a number of reports available to use which will either show the SIPP together with any other Holdings the client has, or can show the valuation of the SIPP on its own.

To create a report which only shows the SIPP and what has been paid in and what the value is, navigate to the SIPP 'Details' screen, 'Assets' tab and 'SIPP Reports' tab:





Example of a SIPP report.



This report covers all of the assets held within the SIPP.

The SIPP will also show on the reports which be printed from the 'Clients' > 'Reports' section in CCD.

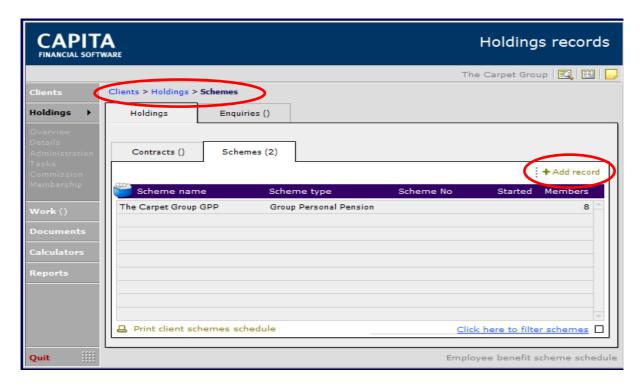
The SIPP will show as a single product on the 'Retirement' reports, unless the 'SIPP Summary' report is selected:



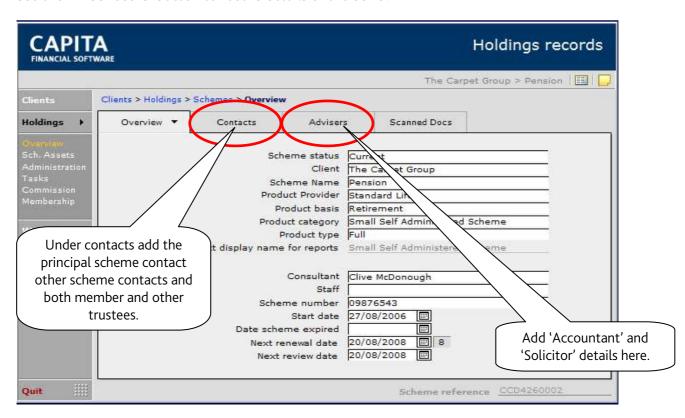


10 Small Self Administered Scheme – SASS

A SSAS is entered in much the same way as a SIPP. Go to a corporate client's holdings and go the 'Scheme' tab:



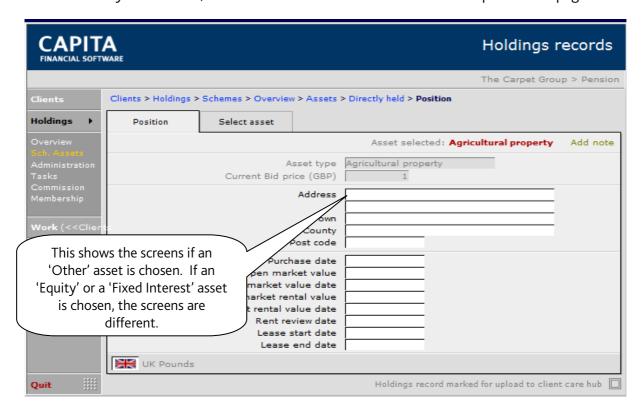
Use the '+Add record' button to record details of the SSAS.





10.1 Directly Held Assets

To add 'Directly held' assets, use the '+Add record' button and then complete these pages:

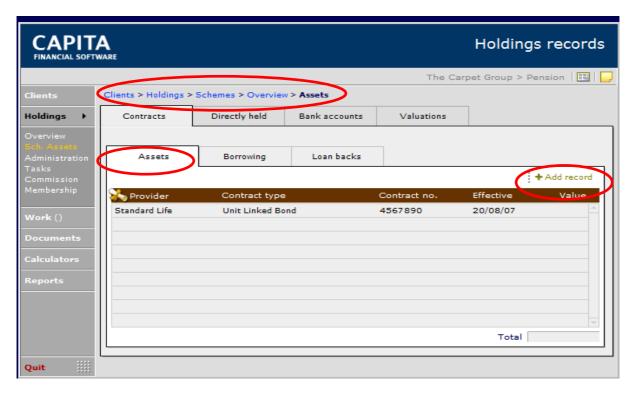


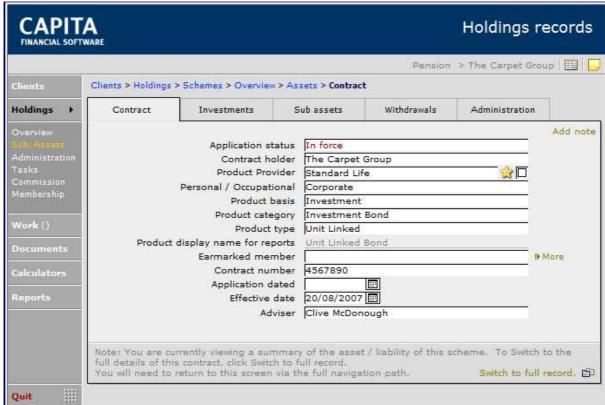




10.2 Contract Based Assets

To add 'Contracts', use the '+Add record' button and complete the following screens.

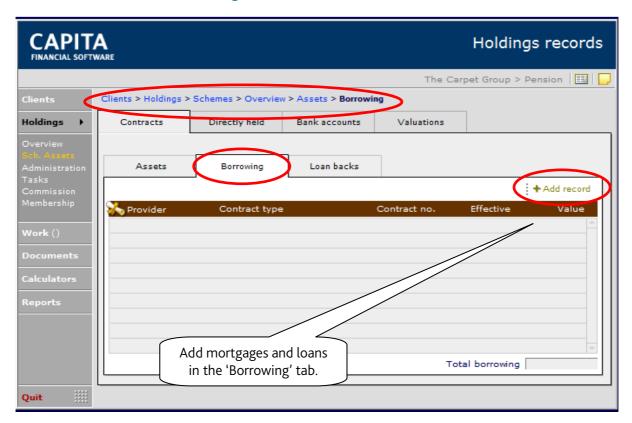




To enter full contract details Switch to full record. and complete the remaining screen as for a normal contract based asset.

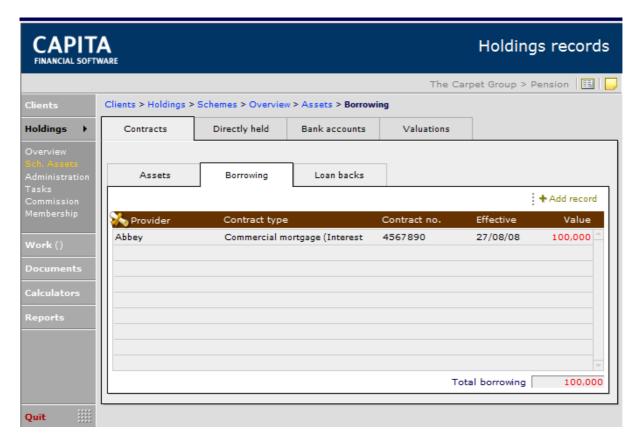


10.2.1 Contract Based Borrowing

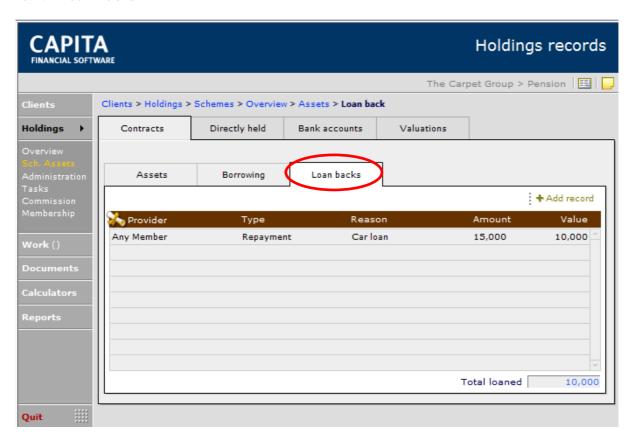




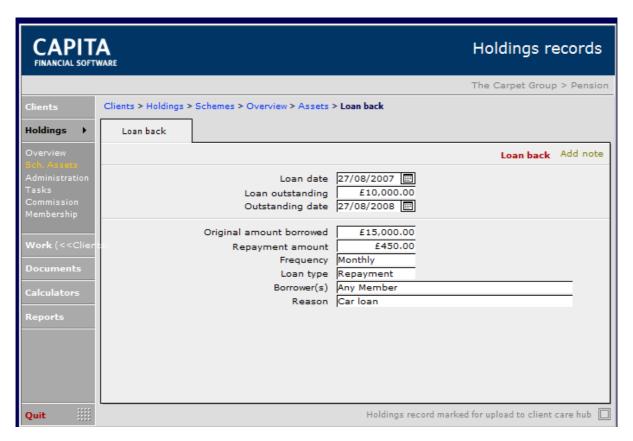




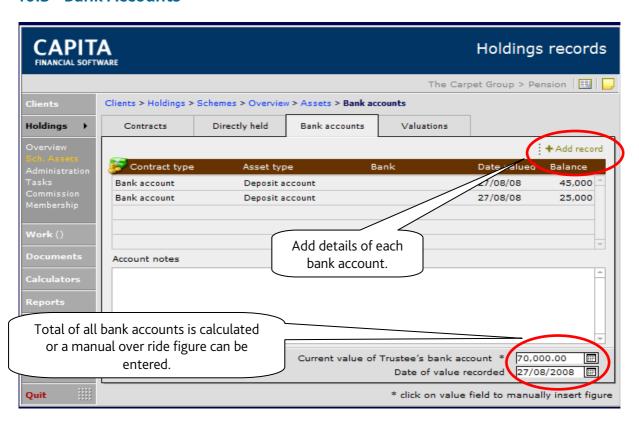
10.2.2 Loan Backs



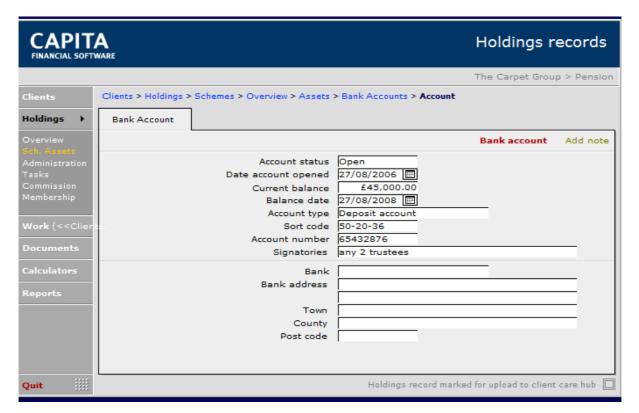


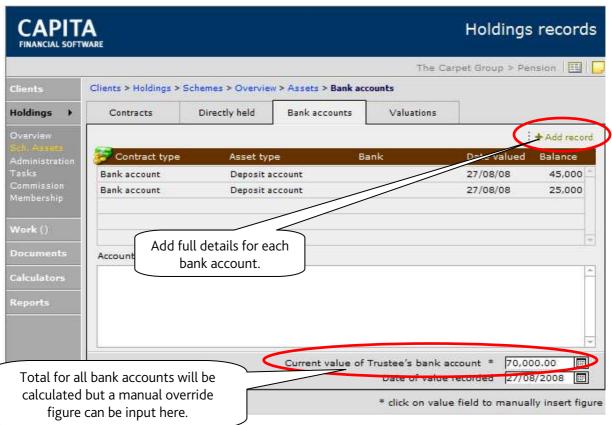


10.3 Bank Accounts





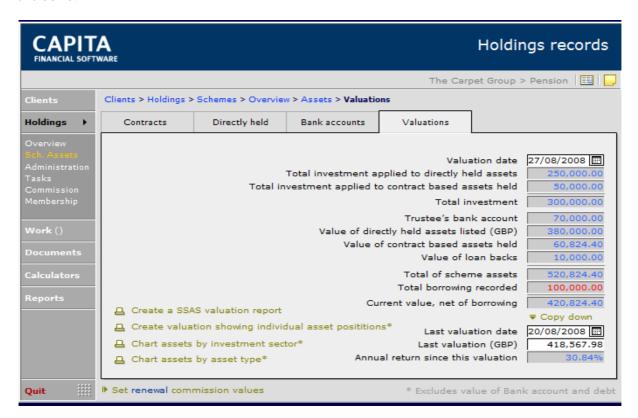






10.4 Reports

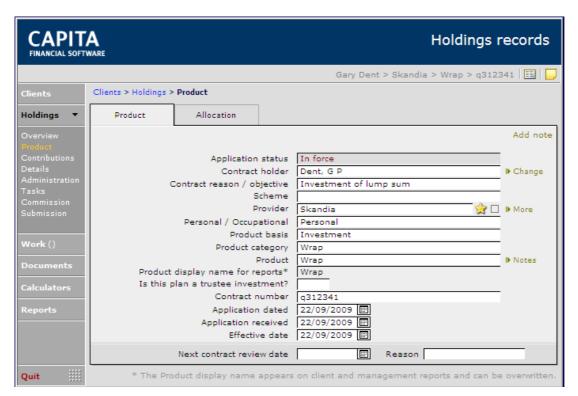
The reports for the SSAS are found in the valuation tab and give a complete set of reports specific to the SSAS.



11 Adding a New Wrap

This section will take you through adding a new Wrap to CCD as well as recording the initial contribution.



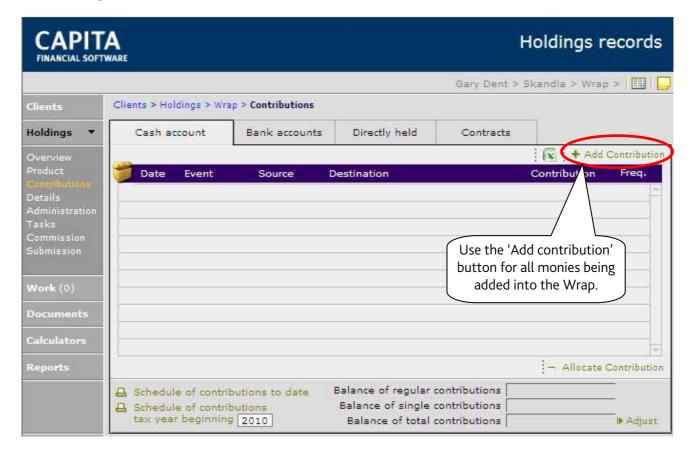




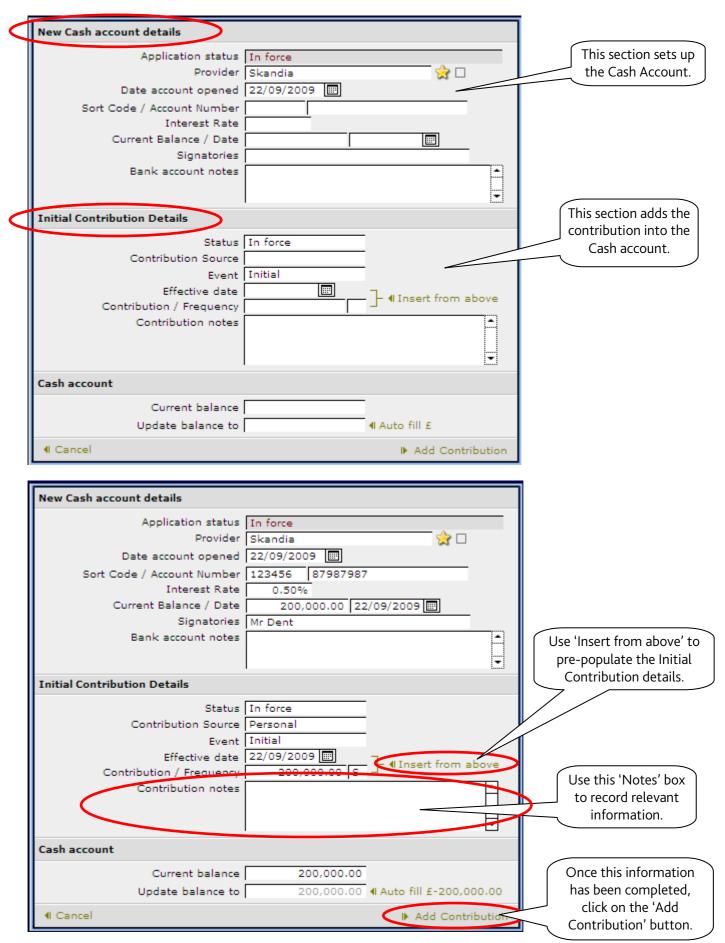
12 Adding the Initial Contribution (if money)

Contributions or assets that are being transferred into a Wrap, must come through the Cash account, which will automatically get set up when the initial contribution is added.

To add the initial contribution or asset to a Wrap, select the '+Add Contribution' button and complete the following screens:





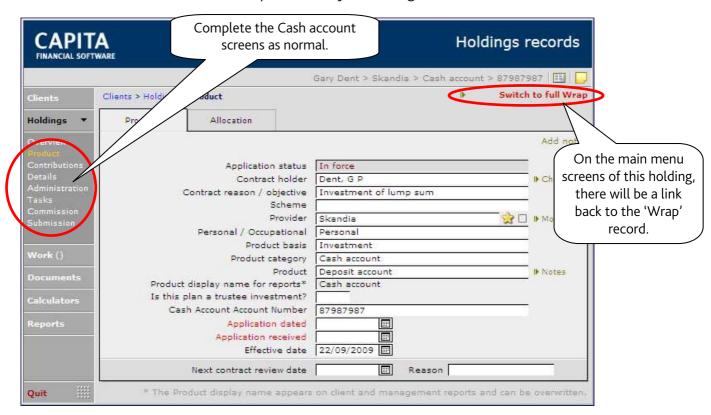




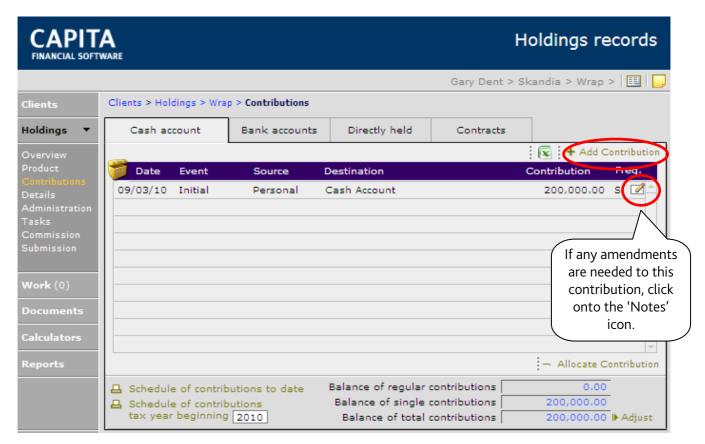
The following series of pop up boxes will then appear:



Once the above boxes have been completed, the system will go to the Cash account 'Product' screens:

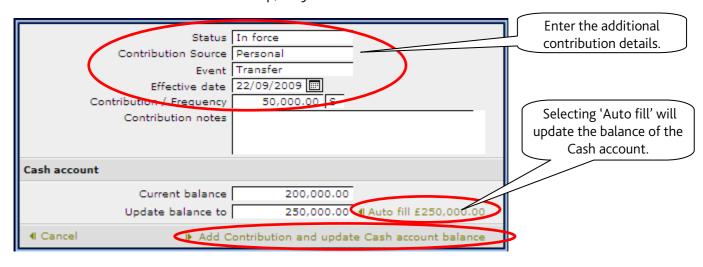






Further contributions can be added to the Cash account by selecting '+Add Contribution' once again at the top right of the screen.

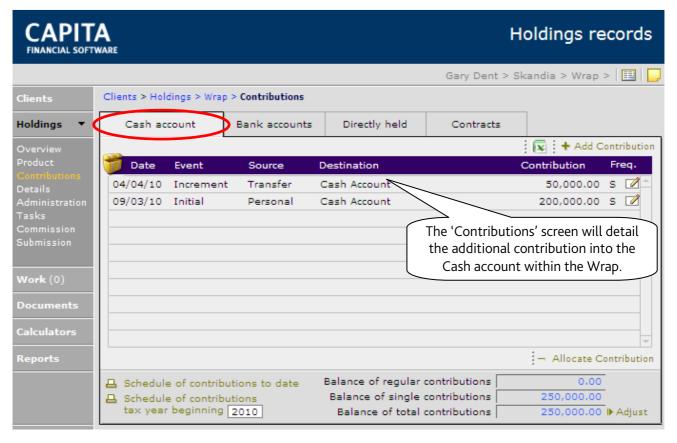
As the Cash account has now been set up, only the contribution details need to be recorded:





Once the screen has been completed, select the 'Add Contribution button'. The following pop up box will then appear:





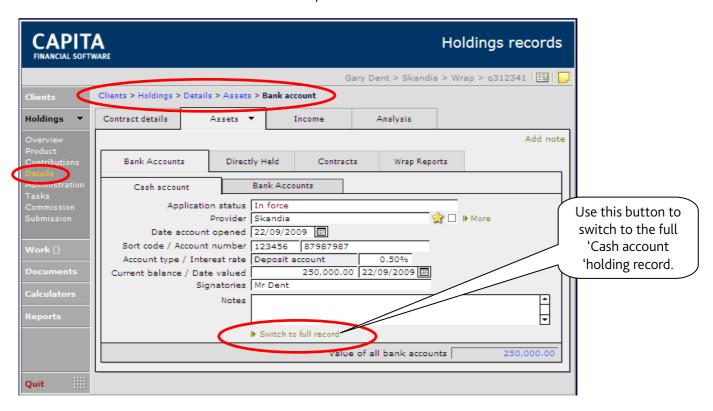


13 Setting up a Cash Account

The section above has explained how to set up the basic details for the Cash account as well as confirming the initial contribution into the Wrap.

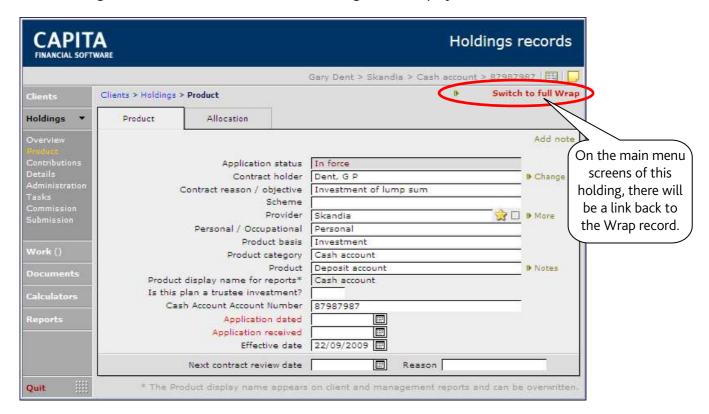
When the initial contribution is added CCD will navigate to the 'Product' screens for the Cash account, so it can be set up in full. If the Cash account is not completed in full at this stage it can be accessed at a later date.

This is done from the Details screen of the Wrap and in the Assets tab:

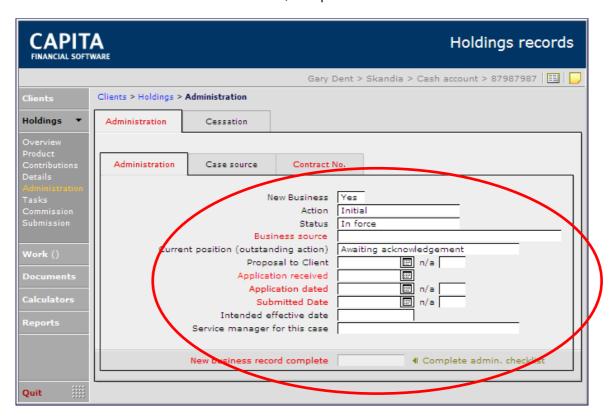




The following screen for the full Cash account holding will be displayed:



Now that the full Cash account is on show, complete the relevant screens as normal:



If further money needs to be added to the Cash account, use the same method as explained earlier, select 'Add Contribution' from the 'Contributions' screen within the Wrap.

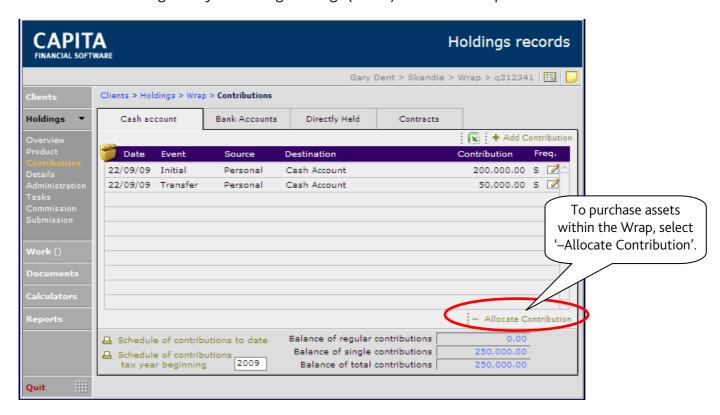


14 Allocating Contributions

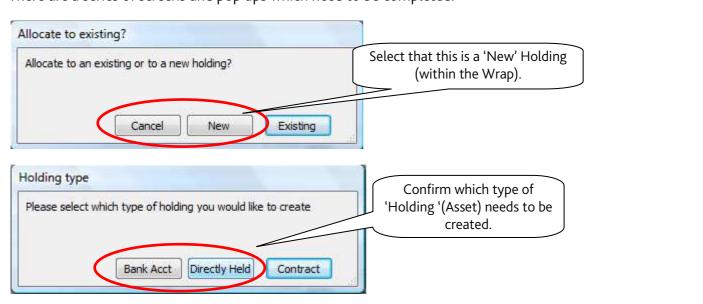
Once there is money in the Cash account it can be allocated to various assets within the Wrap. For Wrap reports to display correctly, money must come into and out of the Cash account.

14.1 New Holdings (assets)

This section deals with allocating money to new Holdings (assets) within the Wrap. Later in the guide it will look at allocating money to existing Holdings (assets) within the Wrap.



There are a series of screens and pop ups which need to be completed:

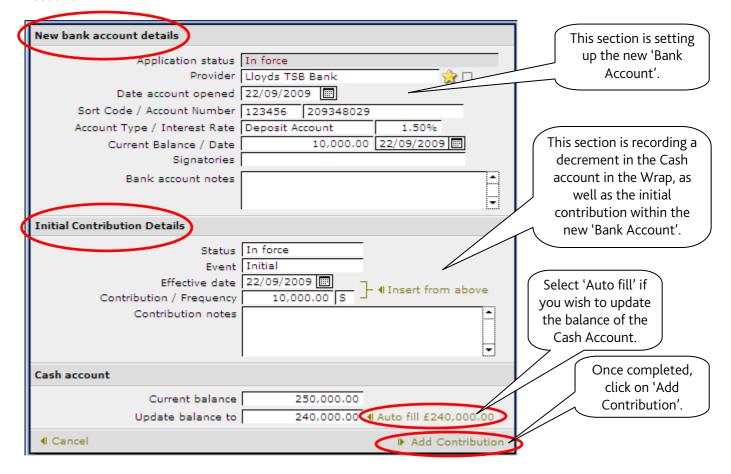




The following sections will look at setting up each of the new Holdings in turn, within the Wrap.

14.1.1 Setting up a new Bank Account

The following screen will show the fields that need to be completed when setting up a new Bank Account:



The following pop up box will then appear:

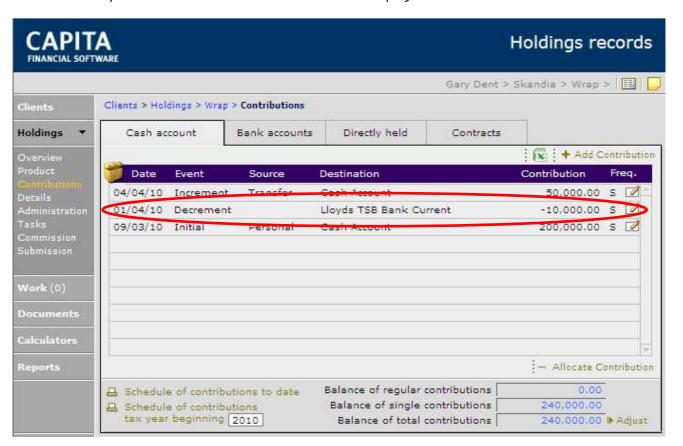




The system will now go to the Bank Account product screens:

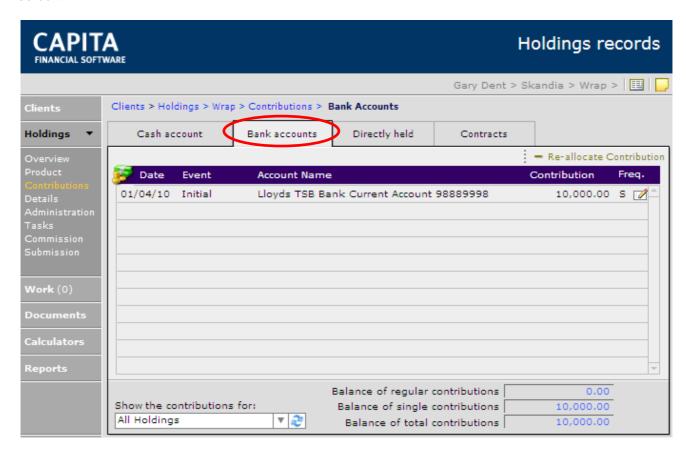


Within the Wrap > Contributions the decrement will be displayed:





There will also be a record of this contribution in the 'Bank Accounts' tab within the 'Contributions' screen:



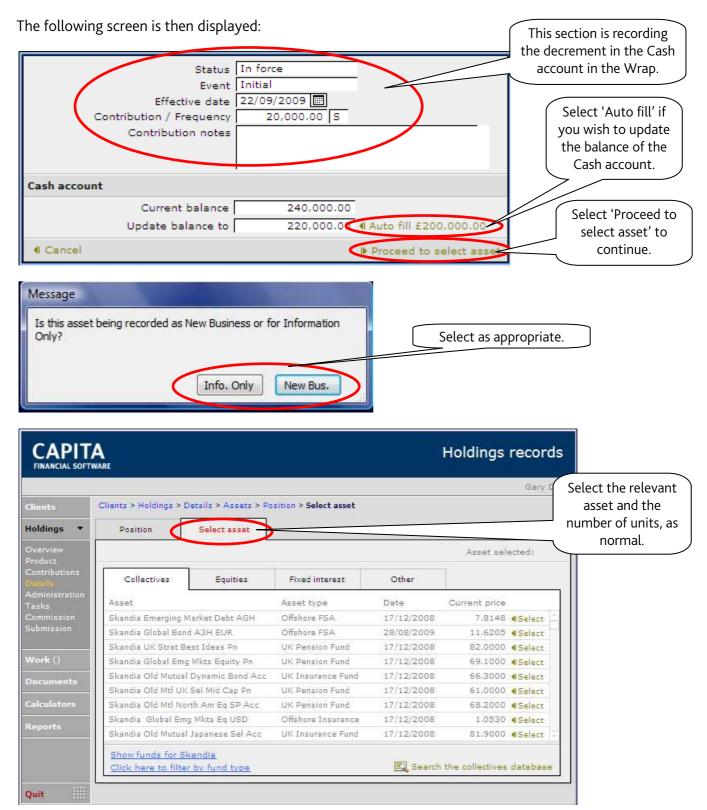
14.1.2 Setting up a new Directly Held Asset

Please refer to page 9 of this guide for guidance on starting the process for allocating money from the Cash account.

This section will explain how to set up a new Directly Held Asset within the Wrap:

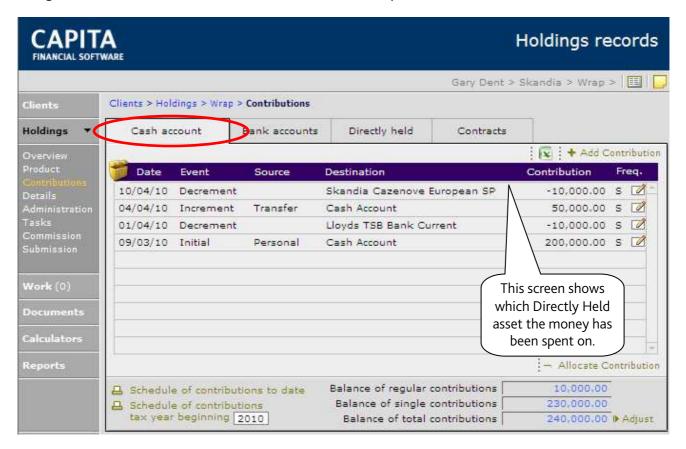








Navigate back to the 'Contributions' screen within the Wrap:

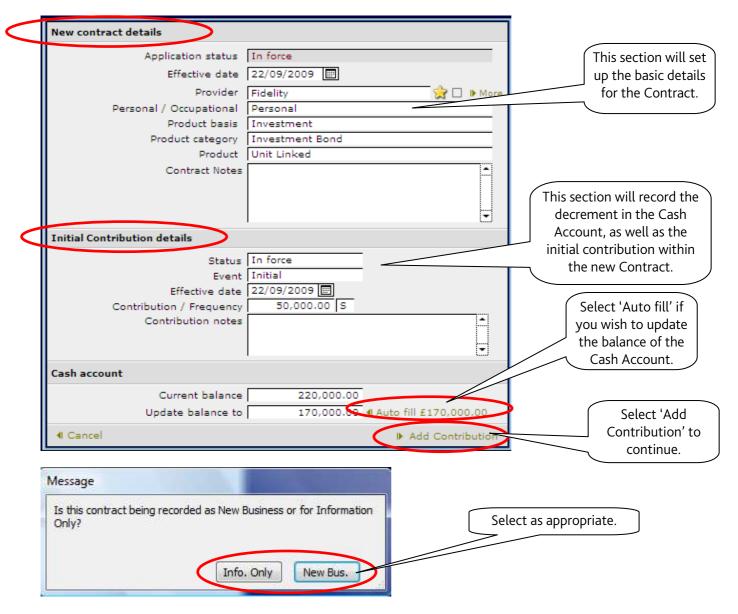


14.1.3 Allocating to a new Contract

Once again this section will start at the same point as the previous section. Please refer to page 9 of this manual for guidance on starting the process for allocating money from the Cash account.



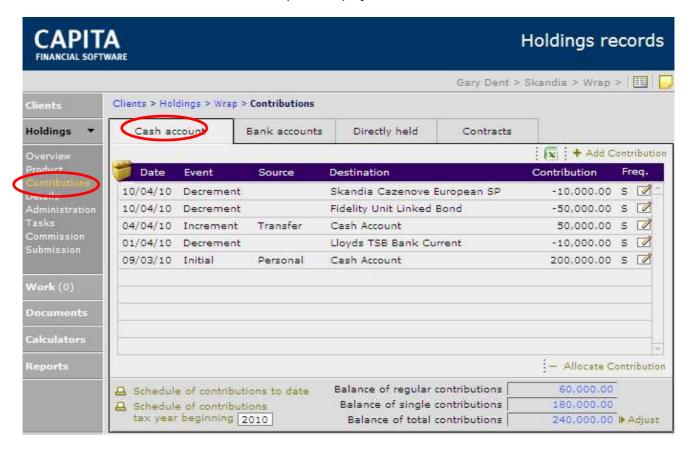




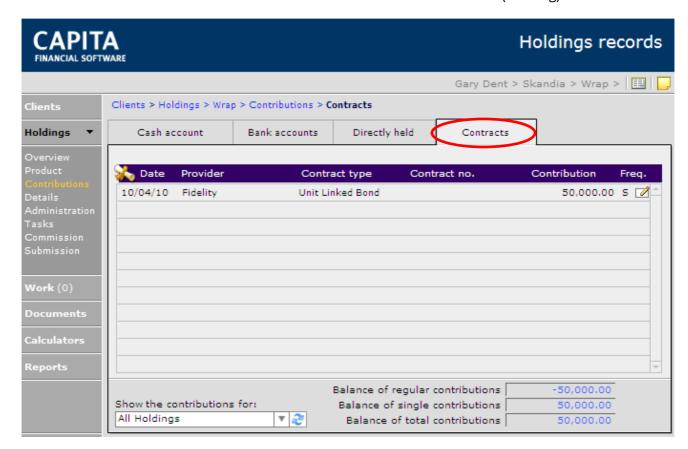
You will be taken to the 'Product' screens for the new contract that has been added. The Holding can be completed in the normal way.



The 'Contributions' screen within the Wrap will display the decrements from the Cash account:



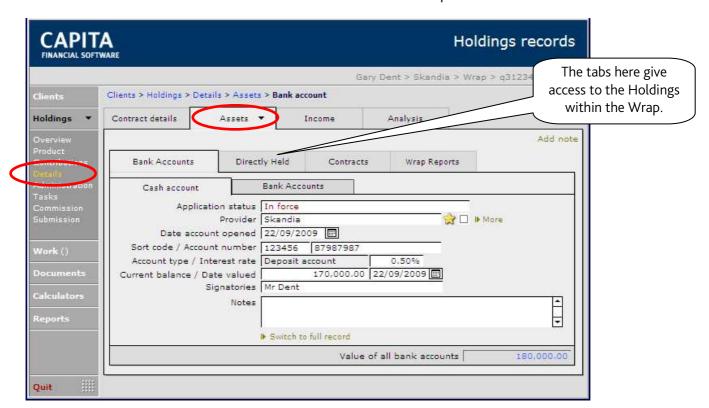
The 'Contracts' tab will detail the initial contribution into the new Contract (Holding):





15 Updating New Bank Accounts, Directly Held Assets and Contracts

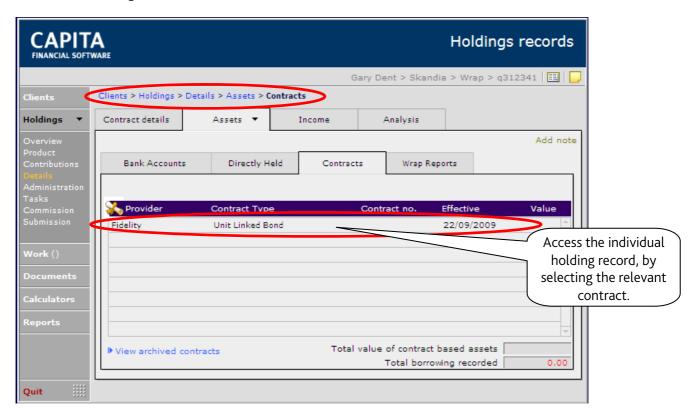
Once a new Holding has been set up within the Wrap there will be details that need to be updated. This is done within the 'Details' screen and 'Assets' tab in the Wrap:

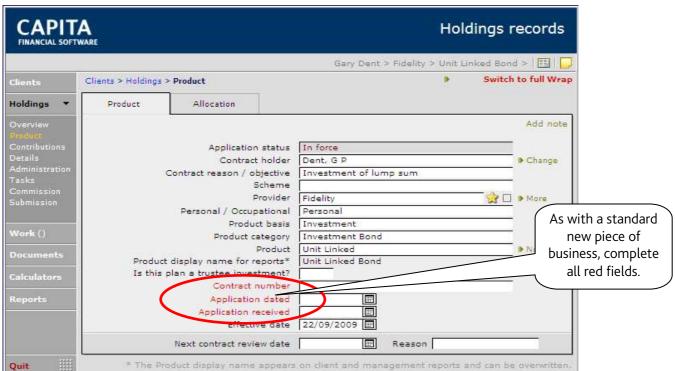


Each of the Holdings added within the Wrap can be accessed from the tabs displayed above. This guide will only look at one of these, as each of them is completed in the same way as a standard holding.

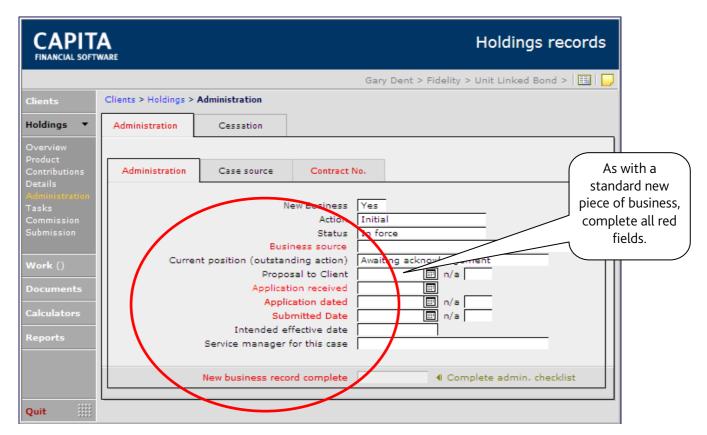


Access the Holding:









Once the 'Administration', 'Tasks', 'Commission' and 'Submission' screens have been completed in the 'Holdings' record, they will be displayed in the Wrap record.

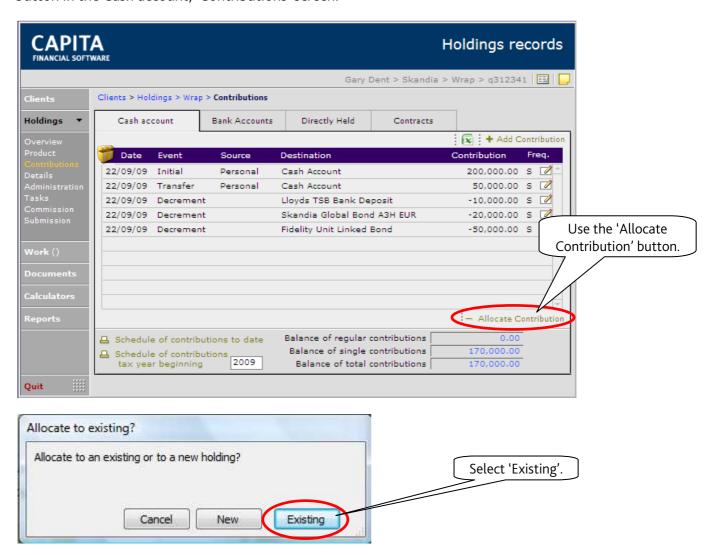


16 Adding Contributions to an Existing Holding

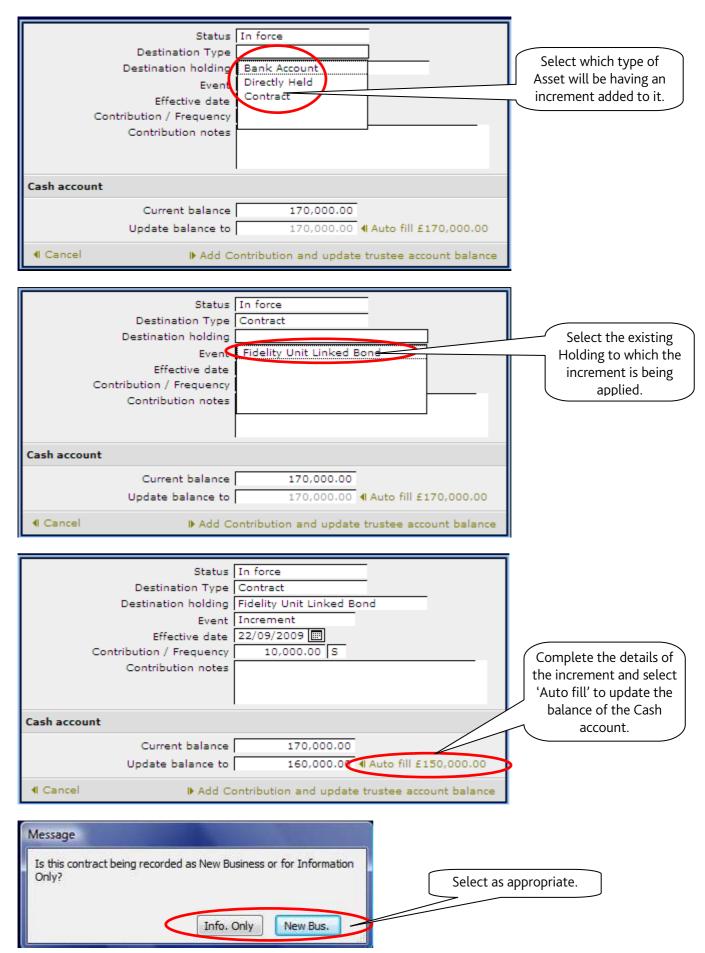
Once the Holdings have been set up within the Wrap, it is possible to add further contributions to each of them when required.

16.1 Adding to a existing Contract

To add additional contributions to an existing Directly Held Asset, use the 'Allocate contribution' button in the Cash account, 'Contributions' screen:

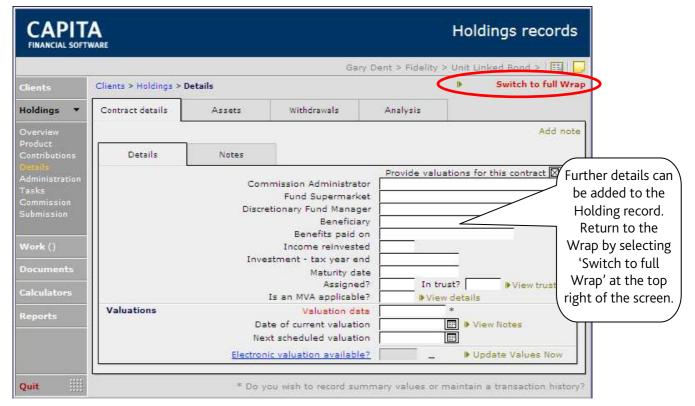










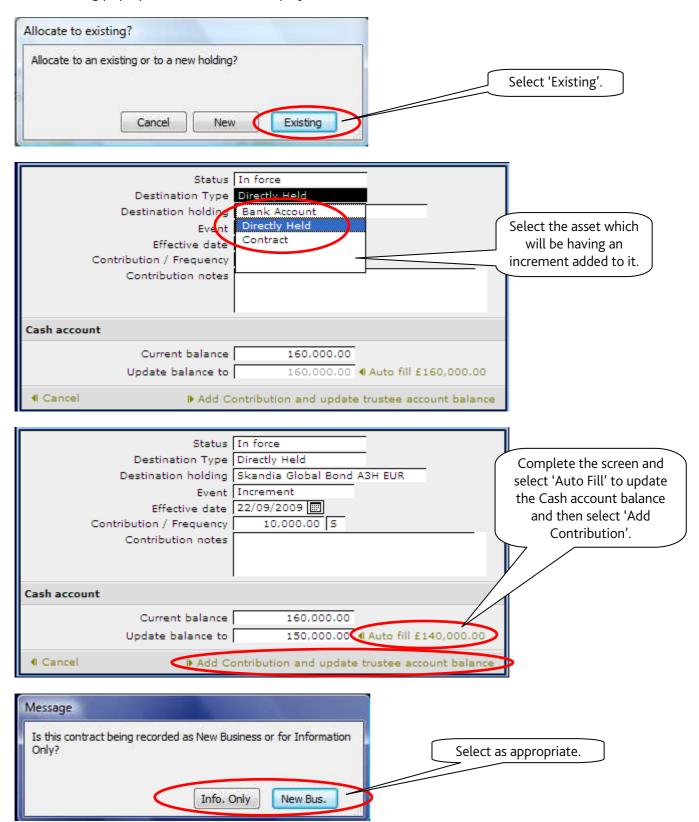


16.2 Adding to an existing Directly Held asset

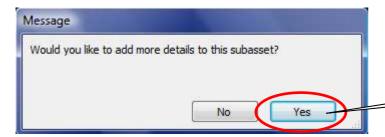
To add additional contributions to an existing Directly Held asset, use the 'Allocate contribution' button in the Cash account 'Contributions' screen (as seen above).



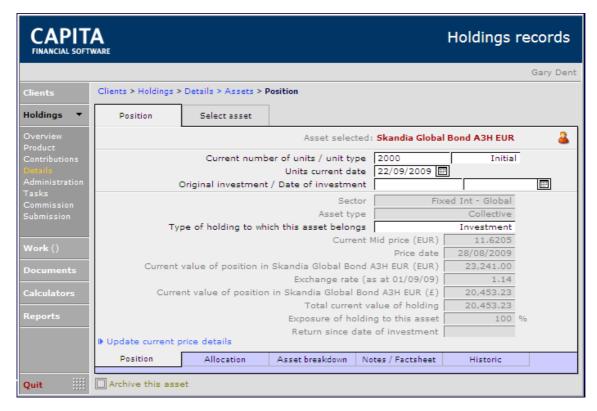
The following pop up box with then be displayed:







To update the fund information, select 'Yes' and the following page will be displayed.

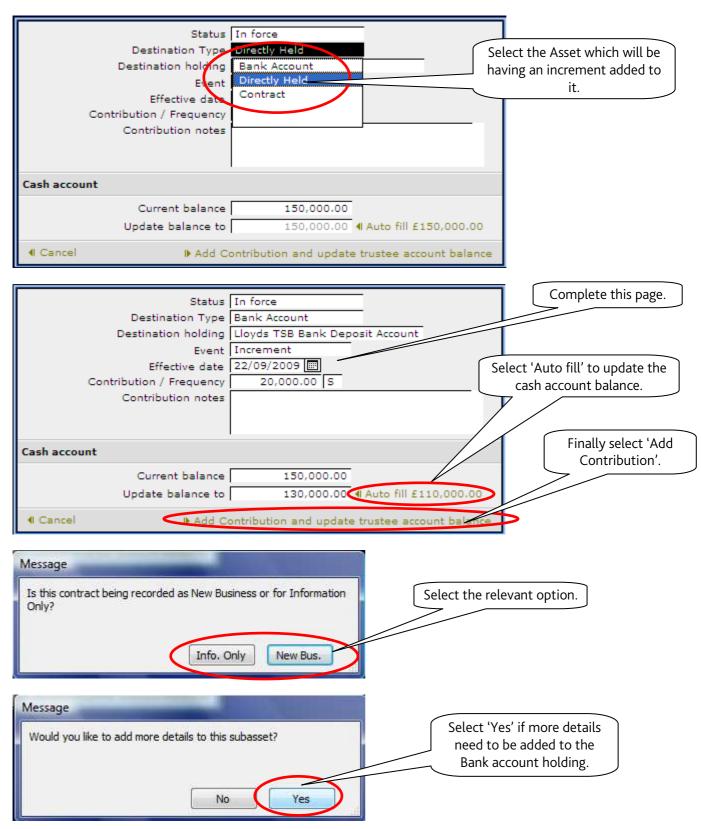


16.3 Adding to an existing Bank Account

To add additional contributions to an existing Bank Account, use the 'Allocate contribution' button in the Cash account 'Contributions' screen (as seen above). The following will then be displayed:

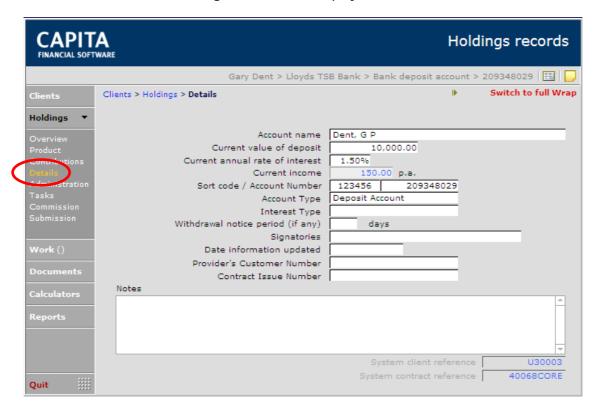








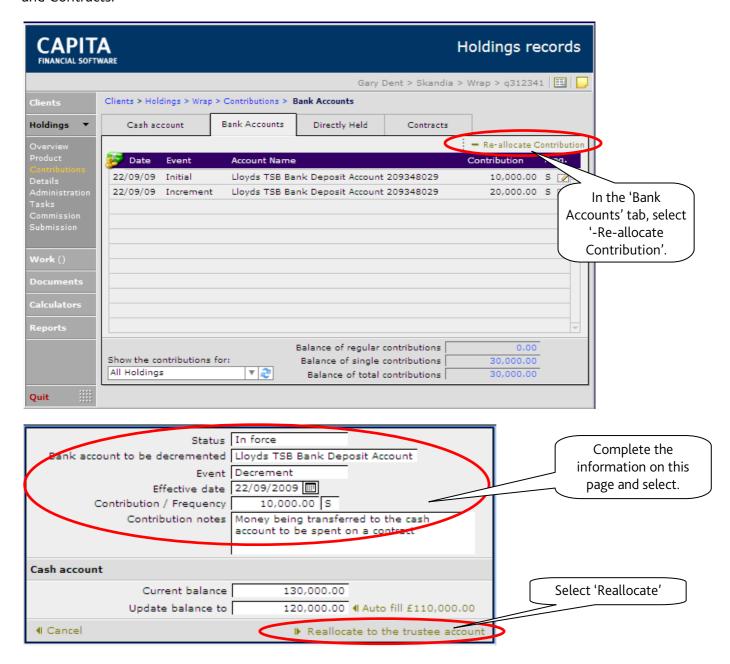
If 'Yes' is selected the following screen will be displayed:





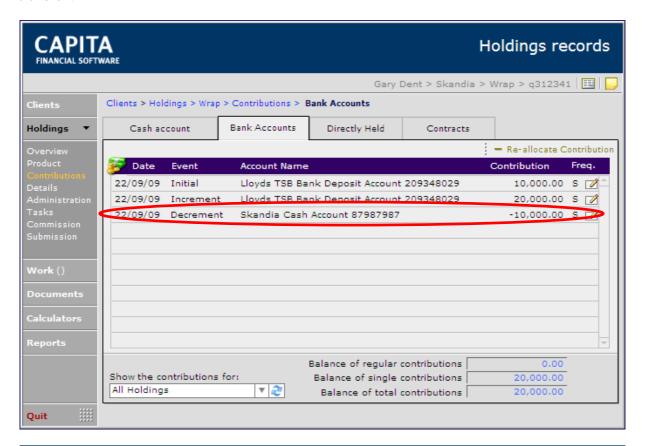
17 Allocating Money from the Bank Account

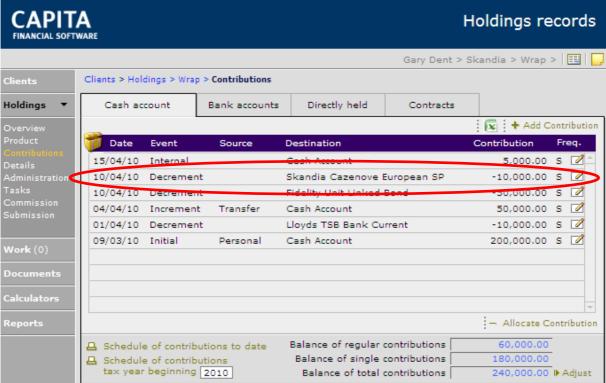
Any money allocated to the Bank Accounts may be spent in the future. Money from these accounts can be allocated back to the Cash account to enable the money to be spent on Directly Held assets and Contracts:





The 'Bank Accounts' screem will show a decrement and the Cash account will show an 'Internal transfer':



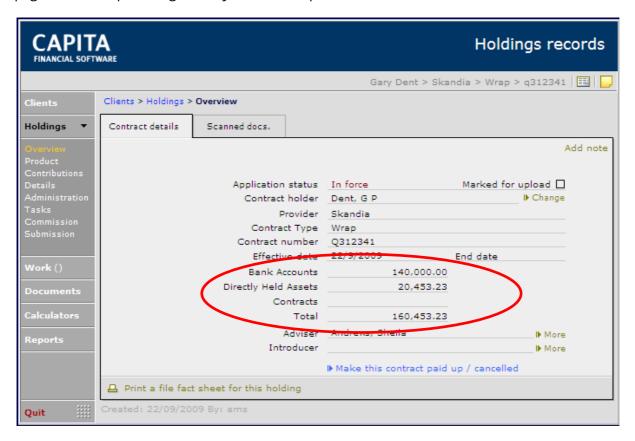


Once the money is in the Cash account it can be allocated to other investments within the Wrap.



18 Updating Balances

Once money has been spent from the Cash account, or from the Bank Accounts, it is important to ensure that the balances of the accounts are kept up to date. If not, the valuation on the 'Summary' page of the Wrap holding and any valuation report will show incorrect values.



It is therefore, important to ensure that when any money is spent from the Cash account or the Bank Account that the balance is amended.

This can be done automatically when allocating money from the Cash account using the 'Auto fill' link that has been referred to throughout this guide when either adding or allocating money within the Cash account. However, this automatic update will not be taking into account any interest etc. on the account.

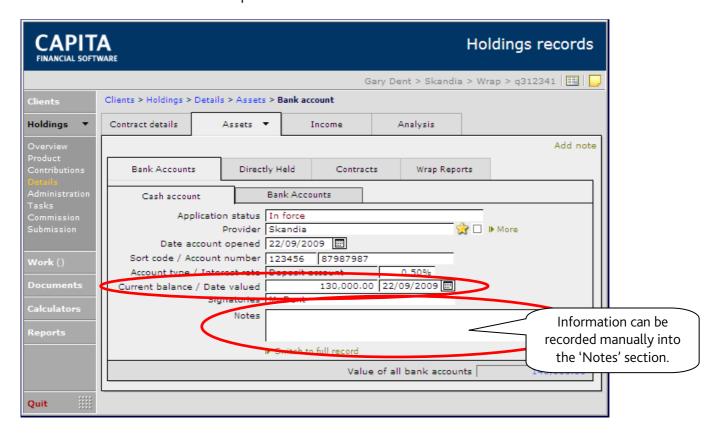
If you wish to record a more precise balance of the Cash account, it can be updated manually.



18.1 Updating the balance of the Cash Account

Updating the balance of either the Cash account or the Bank Account is done in the 'Details' screen of the Wrap

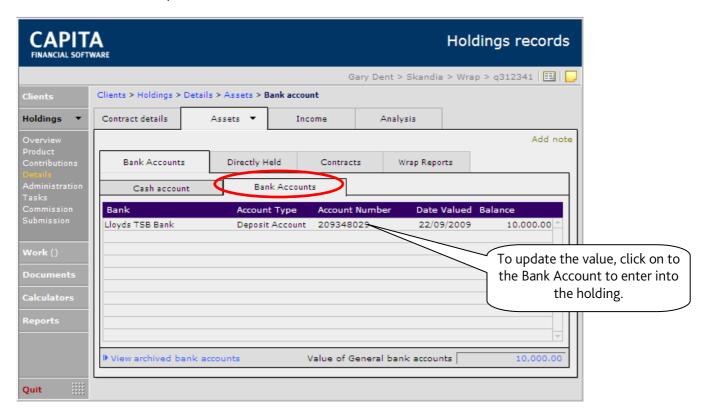
The Cash account balance can be updated from the details show in the Assets tab:



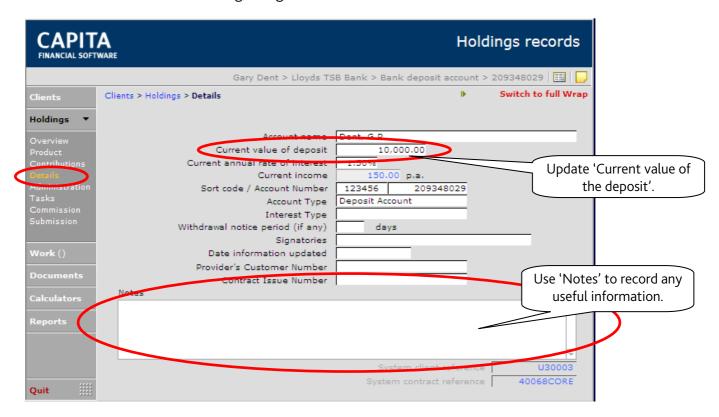


18.2 Updating the value of the Bank Account

The Bank Accounts are updated in 'Details' > 'Assets' > 'Bank Accounts' > 'Bank Accounts':



Once in the Bank Account Holding, navigate to the Details screen

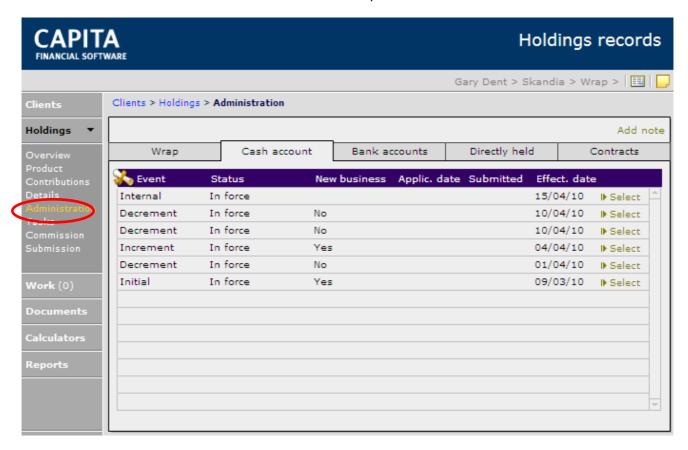




19 Keeping Records Updated

When any asset is recorded into a Wrap it can either be recorded as 'Info only' or 'New Business'. Any record recorded as 'Info Only' will only need the appropriate fields completed within 'Product', 'Contributions,' 'Details' and, potentially, the' Commission' screens.

If a piece of 'New Business' is entered then all the screens above, plus the 'Administration', 'Commission' and 'Submission' screens need to be completed:

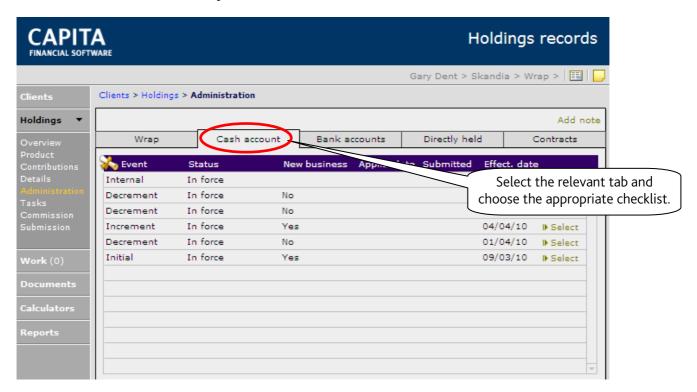


These screens can either be accessed from within the Wrap (as shown above).

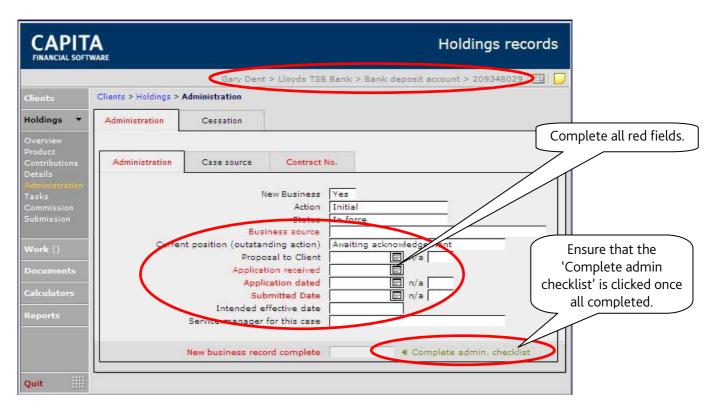
The relevant screens can also be accessed from within the individual Holding record. All types of assets will have this functionality:



The relevant screens can also be accessed from within the individual Holding record. All types of assets will have this functionality:



Once a checklist is selected, the relevant Holding will be displayed with the checklist - In this example the Administration checklist of the Bank Account has been chosen.



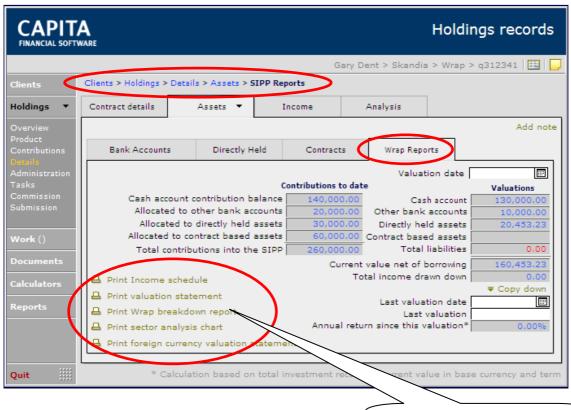
The 'Tasks', 'Commission' and 'Submission' screens all work in the same way. If a tab is selected from within the Wrap CCD will navigate to the relevant screen in the individual Holding record.



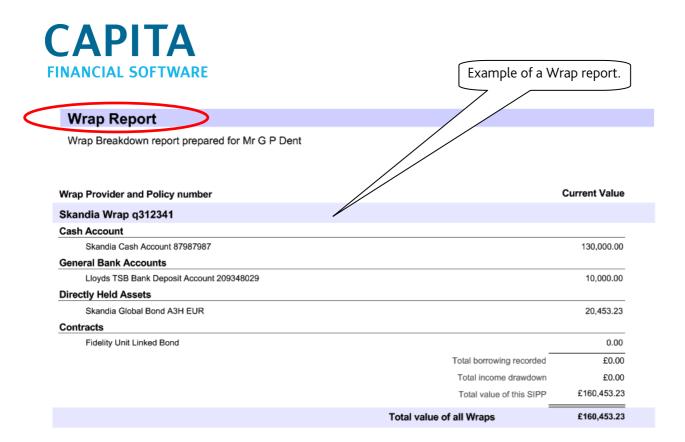
20 Wrap Reports

There are a number of reports available to use which will either show the Wrap, together with any other Holdings the client has, or can show the valuation of the Wrap on its own.

To create a report which only shows the Wrap and what has been paid in and what the value is, navigate to the Wrap 'Details' > 'Assets' > 'Wrap Reports' tab:



There are a number of reports here which may be useful.



This report covers all of the assets held within the Wrap

The Wrap will also show on the reports which be printed from the 'Clients' > 'Reports' section in CCD.

The Wrap will show as a single product on the Investment reports, unless the 'Wrap Breakdown' report is selected.

Investment co	ontracts									
Schedule of investment	nent comtracts. Prepared for Mr	Ashb-ee								
Provider	Contract Type	Status	Contract / Policy Number	Effective in date thus	Valuation t date	Regular Cont.	Total Invested *	Value Withdrawn	Valuation	Return
Mr Ashbee Standard Life	Wilap	in force	123432134	12/06/09	24/08/09	650.00 M	12,000		9,191	
Total of contracts lin the nam							612,000,00	60.00	69,191.00	